Date: 26/03/2020

FREEDOM OF INFORMATION REQUEST FOI/015215 - Booking, paging, staff bank, e-rostering and telecoms

My request is in 4 parts.

Please tell me:

Part 1 • What appointment booking and reminder system(s) does the Trust use, providing in each case:
o name of system and name of supplier
- Healthcare Communications, appointment reminder service
o contract start and end dates - February 2018 to June

• How much is spent per annum on sending appointment letters? - Not known

• How much is spent on SMS text messages per annum for appointment reminders? - £38,000 appointment reminder service

• How many DNAs were there for 2018/2019? - Information on DNA's can be found at
https://www.england.nhs.uk/statistics/statistical-work-areas/hospital-activity/quarterly-hospital-activity/

and what did this cost the Trust - Not known, DNA's are not costed

• Who in the Trust is responsible for the appointment booking and reminder system(s), by Name, Job Title and email address? - Manjinder Palak mpalak@nhs.net

Part 2
• What e-rostering and bank staffing system(s) does the Trust use, providing in each case:o name of system and name of supplier o contract start and end dateso £K contract value per annum
• How much is spent on SMS text messages per annum for bank staffing?
• Who in the Trust is responsible for bank staffing system, by Name, Job Title and email address?

Part 2 - To see previous response please go to the disclosure log on the Trust website
http://www.dgft.nhs.uk/aboutus/freedom-of-information/disclosure-log/ and in the search box type in 014757 & 014999

Part 3
• What long and short range paging system does the Trust use, providing:o name of system and name of supplier o contract start and end dateso £K contract value per annum• Is the Trust actively considering reducing paging costs by the use of mobile apps?
• Who in the Trust is responsible for the paging system, by Name, Job Title and email address?

Part 3 - To see previous response please go to the disclosure log on the Trust website
http://www.dgft.nhs.uk/about-us/freedom-of-information/disclosure-log/ and in the search box type in 015057

Part 4• What systems does the Trust use for:
o PBX ? How many extensions do you have?
o Switchboard / Operator Console?
How many positions do you use??
What is the Annual Contract/Maintenance value?
o Contact Centre ? How many seats are in use? ?
What is the Annual Contract/Maintenance value?
o Speech Recognition Auto Attendant and what is the Annual Contract/Maintenance value?
o Staff Directory o Call Logging o

Who in the Trust is responsible for these telecoms systems, by Name, Job Title, email address?

Part 4 - To see previous response please go to the disclosure log on the Trust website
http://www.dgft.nhs.uk/about-us/freedom-of-information/disclosure-log/ and in the search box type in 014253