

# Freedom of Information Request

Reference Number: EPUT.FOI.18.591  
Date Received: Date 29.06.18

**\*Note to Applicant:** As of 1 April 2017, North Essex Partnership University NHS Foundation Trust (NEP) and South Essex Partnership University NHS Foundation Trust (SEPT) merged to form one new organisation known as Essex Partnership University NHS Foundation Trust (EPUT).

## Information Requested:

Please provide details of the Appointment Reminders system in place:

1. Do you use an appointment reminder service for: (please circle):

~~Inpatients~~      ~~Outpatients~~      ~~Diagnostics~~      ~~Daycase~~  
Other(s): IAPT, Podiatry

2. Do use an internal integrated PAS system or external provider for your Appointment reminder service? Please state the name of the integrated PAS system or external provider used.  
QFlow – IAPT / SystemOne - Podiatry

3. What channels do you use to remind patients about their appointments?

Communication Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text	Yes – for those services using the function	Unknown	£0.04p/text
IVR/IVM	N/A	N/A	N/A
Agent calls	N/A	N/A	N/A
Email	N/A	N/A	N/A
Letters	Yes MH/ Podiatry	33.600/24,000	39p per letter
Other: (please state)			

4. Do you use agent callers to remind patients over a certain age about their appointment?  
No
5. If home based, what security measures are in place to prevent home-based agent callers from replicating data locally?  
None are home based
6. Can patients cancel or rearrange appointments using the reminder service?  
Only by telephone
7. Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Trust?  
Systems team implement, service manages day to day with support from IT where needed

8. If a patient does not respond to a reminder or answer a phone call, can your service make further attempts?  
Only by letter
9. Monthly numbers of patients reminded/contacted a month?  
Approximately: Mental Health 2,800 / Podiatry 2,000

**Supplier details**

10. Appointment reminder supplier of the above services:  
Q-Nomy/EE for Mental Health and SystemOne/EE for Podiatry
11. Expected contract length?  
Five years for EPR and annual renewal for Appointments software
12. Contract review date:  
2023 and annually
13. Details of the implementation costs and annual on-going support costs:  
Included with support contracts for Qnomy and TPP SystemOne
14. Details of the processes followed to procure the reminder service?  
Functionality which is part of existing Appointments / EPR software system delivery and mobile provider so no separate procurement required
15. Details of the channels used to publish the notification of procurement for the Reminder service?  
N/a as part of existing functionality available within previously procured systems