Reference Number: EPUT.FOI.21.1984
Date Received: 7th May 2021

Information Requested:

**Patient Appointment Reminders**

1) Do you remind your patients of their appointments in any capacity?
   Not currently – system upgrade due by July where this will be an available function

2) If your patient appointment reminders are outsourced, who completes the delivery?
   N/A

3) If your patient appointment reminders are outsourced, when was the contract initiated?
   N/A

4) What communication modes do you use to send the communication to your patients? (select all that apply)
   a. SMS
      i. If yes, can patients reply to the reminder via SMS?
   b. Automated landline calls
      i. If yes, can the patients select to confirm, cancel or rebook their appointment?
   c. Agent calls
   d. Postal letters - yes
   e. Staff delivering phone call reminders

5) Are your reminders delivered to all patients, regardless of their pathway within outpatients?
   a. Which specialties are reminders utilised?
      To be determined following system upgrade

6) Do you remind patients outside of outpatients? For instance, Inpatients and Radiology?
   a. Which specialties are reminders utilised?
      N/A

7) Since implementing an appointment reminder service, what decrease have you seen in your DNA rate?
   N/A

8) If your patient appointment reminders are outsourced, when is the contract due to expire and expected to go to tender?
   N/A

9) What is the expected value of this contract (£)?
   N/A
Letter delivery

1) When you send a letter to a patient (or CC letters), is this completed in house or outsourced to an external company?
   In house

2) If your letters are outsourced, who is your supplier?
   N/A

3) If your letters are outsourced, when was the contract initiated?
   N/A

4) Do you deliver letters via digital means or are they delivered solely by post?
   Post

5) If your letters are outsourced, are you delivering all letters to patients via the supplier, regardless of their specialty within outpatients?
   a. If No, what specialities are receiving letters via the supplier?
      N/A

6) If your letters are outsourced, do you send letters to patients outside of outpatients? For instance, Inpatients and Radiology?
   a. If so, which specialities are outsourced?
      N/A

7) Are you using digital dictation for your outcome letters?
   Yes

8) How do you fulfil the outcome letters?
   a. Are they distributed to local GP’s electronically?
      Some via email some via post

   b. How do you distribute to non-local GP’s and recipient CC’s e.g. patient copy?
      Some via email and some via post

9) If your letters are outsourced, when is the contract due to expire and expected to go to tender?
   N/A

10) What is the expected value of this contract (£)?
    N/A

11) Is the Trust using digital/remote check in for patients?
    No

12) If so, is this an internal solution or outsourced?
    a. If outsourced, who is your supplier?
       N/A

13) Does the Trust have a PIFU programme?
    No
14) Is there solution to communicate with patients on a PIFU?
   a. If outsourced, who is the supplier?
      N/A

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT’s Publication Scheme is located on its Website at the following link https://eput.nhs.uk