

Freedom of Information Request

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>