

**Compliance Team – Health Records**

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## FOI REQUEST NUMBER 210-2015

**Request:**

Please provide details of the Trust's current ***appointment reminder service supplier/system:***

1. When the service was implemented and the specialties included?
2. Monthly values for the numbers of patients contacted/reminder?
3. Specific details of any aims/targets set of the reminder service and whether or not these have been achieved.
4. Details of any patient complaints or technical difficulties encountered whilst the service is in operation?
5. Where are the servers used to process the appointment reminders located?

If the service uses SMS

6. What do you use in replace of NHSmail?
7. Where are the SMS carriers servers located?

If the service uses automated IVR/IVM (Interactive Voice Response/Interactive voice Messaging) calls;

8. Where are the servers that undertake these calls located?
9. Do the IVR servers process patient identifiable data?

If the service uses agent calls;

10. What percentage of the overall service outcomes are completed b an agent?
11. What information do agents have access to?
12. Are all agents making the calls based in a call centre?
13. Where are the call centres situated?

14. If not what percentage of calls are made by home workers?
  15. Geographically, where are the home based workers?
  16. What security measures are in place to prevent home-based workers from replicating data locally?
  17. Are all home based staff CRB checked?
  18. Have you received any complaints at all regarding the agent call service (including but not limited to: manner, tone, ability to understand accents or dialects)?
  19. 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?
  20. Do you have or have you considered any other uses for your reminder service? If so what are they?
  21. How do you keep personal information secure when transferring to a third party supplier?
- Please provide details of:
22. Supplier
  23. Expected contract length
  24. Contract review date
  25. Cost of contract
  26. Details of the implementation costs and on-going support costs.
  27. Details of the processes followed to procure an appointment reminder service.
  28. Details of the channels used to publish the notification of procurement, for an appointment reminder service.

**Response:**

1. IAPTUS system launched 31st September 2015 has an appointment reminder service. For more information see <http://www.iaptus.co.uk/> This is used by our wellbeing service.
  2. Service has only just launched so metrics unavailable.
  3. Reduction in cancelled appointments.
  4. Service only just launched, no technical issues to date.
  5. These are located in the suppliers (Mayden Health) data centre in Bracknell, UK.
- If the service uses SMS
6. This is provided as part of the IAPTUS system

7. We do not have these details as the SMS is provided as part of the IAPTUS service – for more information see [www.iaptus.co.uk](http://www.iaptus.co.uk)

If the service uses automated IVR/IVM (Interactive Voice Response/Interactive voice Messaging) calls; N/A

If the service uses agent calls; N/A

**Q 8 – Q 21 N/A**

22. Mayden, Manor Farm Stables, Biddestone, Wilts SN14 7DH

23. 5 years

24. March 2018

25. £466 994 (that is the full 5 year cost)

26. Same as the previous supplier £0.08 per SMS

27. The Reminder service was an option within the product

28. The reminder service was requested in the tender documentation that complied with the framework