

Compliance Team – Health Records

Kestrel House
 Hellesdon Hospital
 Drayton High Road
 Norwich
 Norfolk
 NR6 5BE

Tel: 01603 421687
 Fax: 01603 421411

FOI REQUEST NUMBER 303 2015

Request and Response:

1. When the service was implemented and the specialties included.	IAPTUS system launched 31st September 2015 has an appointment reminder service for the Norfolk and Suffolk Wellbeing Services.
2. Monthly values for the numbers of patients contacted/reminded.	Service has only just launched so metrics unavailable.
3. Specific details of any aims/targets set of the reminder service and whether or not these have been achieved.	Reduction in cancelled appointments.
4. Details of any patient complaints or technical difficulties encountered whilst the service is in operation.	Service only just launched no technical issues to date.
5. Where are the servers used to process the appointment reminders located?	These are located in the suppliers (Mayden Health) data centre in Bracknell, UK.
If the service uses SMS	
6. Do you use NHS Mail or another?	No mail is provided as part of the IAPTUS system
7. Where are the SMS carriers servers located?	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
If the service uses automated IVR/IVM (Interactive Voice Response/Interactive voice Messaging) calls;	
8. Where are the servers that undertake these calls located?	N/A
9. Do the IVR servers process patient identifiable data?	N/A
If the service uses agent calls;	
10. What percentage of the overall service outcomes are completed by an agent?	N/A
11. What information do agents have access to?	N/A
12. Are all agents making the calls based in a call centre?	N/A
13. Where are the call centres situated?	N/A
14. If not what percentage of calls are made by home workers?	N/A
15. Geographically, where are the home based workers?	N/A
16. What security measures are in place to prevent home-based workers from replicating data locally?	N/A

17. Are all home based staff CRB checked?	N/A
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)?	N/A
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?	N/A
20. Do you have or have you considered any other uses for your reminder service? If so what are they?	N/A
21. How do you keep personal information secure when transferring to a third party supplier?	N/A
Please provide details of:	
22. Supplier	Mayden Health
23. Expected contract length	5 Years
24. Contract review date	2020
25. Cost/Value of contract	Not able to distinguish cost of this specific functionality from overall contract cost. To provide breakdown of costs and contract would be exempt under Section 43 "Commercial Interests"
26. Details of the implementation costs and on-going support costs.	Not able to distinguish cost of this specific functionality from overall contract cost. To provide breakdown of costs and contract would be exempt under Section 43 "Commercial Interests"
26. Details of the processes followed to procure an appointment reminder service.	Part of the overall system review - reminder service was not looked at separately.
27. Details of the channels used to publish the notification of procurement, for an appointment reminder service.	Part of the overall system review - reminder service was not looked at separately.

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at www.ico.gov.uk