

June 2012

1. *Please provide details of the Trust's current appointment reminder service supplier/system including the reminder methods used i.e. SMS, emails, automated calls or live agents.*

The Trust's Sexual Health Department currently uses a desktop message console to provide, with the patients consent, test results by text message. However this is not an automated service.

We are in the process of implementing a new Patient Administration System (PAS) this will enable the sending of follow-up appointment letters to be sent by email.

2. *Please provide when the service was implemented and the specialties included?*

Please see our response to question 1

3. *If the Trust does not currently have a reminder service in operation please explain why this is the case?*

Your question is not an information request that falls within the scope of the Freedom of Information Act 2000. This legislation is intended to allow members of the public to request factual and statistical information from public authorities, for example, how many patients attended A&E last month rather than ask for explanations as to decision-making or strategy.

However, as you will have noted from our response to question 1, it is the Trust's intention to implement a wider reminder service via the new PAS system currently being installed.

4. *Please provide monthly values for the numbers of patients contacted/reminded?*

Not applicable

5. *Please provide specific details of any aims/targets set of the reminder service and whether these have been achieved?*

Not applicable

6. *Please provide details of any patient complaints or technical difficulties encountered whilst the service is in operation.*

Not applicable

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?*

- *Please provide details of:*
- *Supplier*
- *Expected contract length*
- *Contract review date*
- *Cost of contract to date*

Not applicable

8. *Please provide details of the implementation costs and on-going/support costs?*

Not applicable

9. *Please provide details of the processes followed to procure an appointment reminder service?*

All contracts for goods and services that will potentially exceed the EU tender limit will be advertised in OJEU (Official Journal of The European Union). As well as being advertised this publication will also publish the outcome of the tender.

10. *Please provide details of the channels used to publish the notification of procurement, for an appointment reminder service?*

The procurement submissions for a replacement PAS system (including PQQs and quotations) was notified with the Tender Reference SE1247 on the OJEU website on 11 September 2011(OJEU Reference: 2011/S 182-297845) [http://www.tendersdirect.co.uk/Search/Tenders/Expired.aspx?ID=000000003443583§=P007&Keywords=patient administration&Source=Keywords](http://www.tendersdirect.co.uk/Search/Tenders/Expired.aspx?ID=000000003443583§=P007&Keywords=patient%20administration&Source=Keywords)