

Reference Number: FOI/2020/077
From: Commercial
Date: 24 February 2020
Subject: System details for appointment booking, e-rostering and telecoms

- Q1
- a. What appointment booking and reminder system(s) does the Trust use, providing in each case:
 - I. name of system and name of supplier
 - II. contract start and end dates
 - III. £K contract value per annum
 - b. How much is spent per annum on sending appointment letters?
 - c. How much is spent on SMS text messages per annum for appointment reminders?
 - d. How many DNAs were there for 2018/2019 and what did this cost the Trust?
 - e. Who in the Trust is responsible for the appointment booking and reminder system(s), by Name, Job Title and email address?

- A1
- a.
 - I. iCS Silverlink
 - II. & III. Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2019 Disclosure Log, please see FOI Request Ref: 225:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

- b. Information not held – costs are not broken down or recorded specific to appointment letters
- c. Information not held – the Trust has only recently deployed SMS text messages for outpatients mid-January 2020
- d. Total outpatient DNAs for 2018/19 - 16,968
Cost – information not held, the Trust does not routinely collate or hold this information centrally as part of its management or performance data
- e. Wyn Taylor, Head of IG & Admin, Wyn.Taylor@lhch.nhs.uk / Carol Moss, EPR Manager, Carol.Moss@lhch.nhs.uk

- Q2
- a. What e-rostering and bank staffing system(s) does the Trust use, providing in each case:
 - I. name of system and name of supplier
 - II. contract start and end dates
 - III. £K contract value per annum
 - b. How much is spent on SMS text messages per annum for bank staffing?
 - c. Who in the Trust is responsible for bank staffing system, by Name, Job Title and email address?

- A2
- a. BankStaff and HealthRoster systems are used at LHCH for temporary staffing and roster purposes.
 - I. Both systems are provided by Allocate Software.
 - II. Contract for HealthRoster and BankStaff systems is annual (in perpetuity) with next renewal due Sep20 and Mar20 respectively.
 - III. Contracts costs – £36,050
 - b. Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data
 - c. Diane Batey, Rostering and Temp Staffing Manager (diane.batey@lhch.nhs.uk) holds responsibility for this system

- Q3
- a. What paging system does the Trust use, providing:
 - I. name of system and name of supplier
 - II. contract start and end dates
 - III. £K contract value per annum
 - b. Is the Trust actively considering reducing paging costs by the use of mobile apps?
 - c. Who in the Trust is responsible for the paging system, by Name, Job Title and email address?

- A3
- a.
 - I. Blick paging solutions using APG23 Pager alphanumeric speech – Stanley Security Solutions – Europe
 - II. 2009 no end date
 - III. £4762.80 + VAT
 - b. We are looking at alternatives but no decision has been made
 - c. Patricia Ward Telecommunications Supervisor , Patricia.Ward@lhch.nhs.uk

- Q4
- What systems does the Trust use for:
- a. PBX
 - i. How many extensions do you have?
 - b. Switchboard / Operator Console
 - i. How many positions do you use?
 - c. What is the Annual Contract/Maintenance value?
 - d. Contact Centre
 - i. How many seats are in use?
 - ii. What is the Annual Contract/Maintenance value?
 - e. Speech Recognition Auto Attendant and what is the Annual Contract/Maintenance value?
 - f. Staff Directory
 - g. Call Logging
 - h. Who in the Trust is responsible for these telecoms systems, by Name, Job Title, email address?

- A4
- a. ARC
 - I. 1639 directory numbers held within call manager
 - b. Switchboard / Operator Console
 - I. Three positions; Two in switchboard and one in main reception
 - c. £10,700
 - d. Information not held – Not applicable as we do not have this functionality
 - I. As above
 - II. As above

- e. Information not held – Not applicable as we do not have this functionality
- f. Information not held - Incorporated into other software, such as Exchange and Active Directory
- g. Information not held – Not applicable as we do not have this functionality
- h. Andrew Carter – Head of IT, Andrew.carter@lhch.nhs.uk