

Reference Number: FOI202223/147
From: Commercial
Date: 20 July 2022
Subject: Outsourcing of Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used; suppliers used and contract information

I would like to request the following information under FOI. For the purposes of this FOI, Authority and Trust are one in the same.

Q1 Does the Authority Outsource its Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used?

A1 No, the Trust does not outsource this service

Q2 If yes which services are outsourced and how many staff deliver each of these services?

Q3 If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?

Q4 What is the contract start and expiry date (if multiple contracts exist please specify for each)?

Q5 Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?

Q6 What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)

A6 Information not held – not applicable as per A1

Q7 Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?

A7 No

Q8 Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?

A8 The Trust's efficiency target % 22/23 is 2%.
Total 22/23 amount to save is £4.2m (this is 22/23 £2.7m plus £1.5m carried forward from 21/22)

Q9 Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?

- A9 LHCH In house Porters provide the patients transfer within the Hospital
- Q10 Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?
- A10 Yes HealthCare Comms who will provide digital letters and text messaging.
- Q11 What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally? - Invalid FOI question as it is asking for opinion rather than recorded information
- A11 The Freedom of Information Act 2000 (FOIA) gives rights of public access to information held by public authorities; this information is not held in recorded format.
- Q12 What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?
- A12 2018/19 - 49,903
2019/20 - 51,542
2020/21 - 38,625
2021/22 - 44,181
- These figures include both inpatients and outpatients treated within the Trust
- Q13 Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years eg part of a 5-year plan?
- A13 Leila Brown, Associate Director for Digital Transformation,
Leila.brown@alderhey.nhs.uk
- Budget for 22/23: £4 mil
- 5 year budget: £13 mil