

**Reference Number:** FOI2021/159  
**From:** Private Individual  
**Date:** 07 May 2021  
**Subject:** Patient Communications

Q1 Do you remind your patients of their appointments in any capacity?

A1 Yes

Q2 If your patient appointment reminders are outsourced, who completes the delivery?

A2 Letters in House, SMS Reminders - Synertec

Q3 If your patient appointment reminders are outsourced, when was the contract initiated?

A3 September 2019

Q4 What communication modes do you use to send the communication to your patients?  
(select all that apply)

- a. SMS
  - i. If yes, can patients reply to the reminder via SMS?
- b. Automated landline calls
  - i. If yes, can the patients select to confirm, cancel or rebook their appointment?
- c. Agent calls
- d. Postal letters
- e. Staff delivering phone call reminders

A4

- a. Yes
  - i. No
- b. No
- c. No
- d. Yes
- e. Yes

Q5 Are your reminders delivered to all patients, regardless of their pathway within outpatients?

- a. Which specialties are reminders utilised?

A5 Yes

- a. All specialties. A list of our services can be found on our website:  
<https://www.lhch.nhs.uk/our-services/>

Q6 Do you reminder patients outside of outpatients? For instance, Inpatients and Radiology?

- a. Which specialties are reminders utilised?

A6 Yes

a. Radiology

Q7 Since implementing an appointment reminder service, what decrease have you seen in your DNA rate?

A7 Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

DNA data available on the NHS England website:

<https://www.england.nhs.uk/statistics/statistical-work-areas/hospital-activity/quarterly-hospital-activity/qar-data/>

Q8 If your patient appointment reminders are outsourced, when is the contract due to expire and expected to go to tender?

A8 September 2021

Q9 What is the expected value of this contract (£)?

A9 Information not held

Q10 When you send a letter to a patient (or CC letters), is this completed in house or outsourced to an external company?

A10 In house

Q11 If your letters are outsourced, who is your supplier?

A11 Information not held, as per A10 above

Q12 If your letters are outsourced, when was the contract initiated?

A12 Information not held, as per A10 above

Q13 Do you deliver letters via digital means or are they delivered solely by post?

A13 Post

Q14 If your letters are outsourced, are you delivering all letters to patients via the supplier, regardless of their specialty within outpatients?

a. If No, what specialities are receiving letters via the supplier?

A14 Information not held, as per A10 above

Q15 If your letters are outsourced, do you send letters to patients outside of outpatients? For instance, Inpatients and Radiology?

a. If so, which specialities are outsourced?

A15 Information not held, as per A10 above

Q16 Are you using digital dictation for your outcome letters?

A16 Yes

- Q17 How do you fulfil the outcome letters?
- a. Are they distributed to local GP's electronically?
  - b. How do you distribute to non-local GP's and recipient CC's e.g. patient copy?

- A17
- a. Yes
  - b. Post / Fax / Email

- Q18 If your letters are outsourced, when is the contract due to expire and expected to go to tender?

A18 Information not held, as per A10 above

- Q19 What is the expected value of this contract (£)?

A19 Information not held, as per A10 above

- Q20 Is the Trust using digital/remote check in for patients?

A20 Information not held, as per A10 above

- Q21 If so, is this an internal solution or outsourced?
- a. If outsourced, who is your supplier?

A21 Information not held, as per A10 above

- a. Walton Centre NHS Trust

- Q22 Does the Trust have a PIFU programme?

A22 No

- Q23 Is there solution to communicate with patients on a PIFU?
- a. If outsourced, who is the supplier?

A23 No

- a. Information not held