

Reference Number: FOI202425/019
From: Private Individual
Date: 09 April 2024
Subject: Use of Robotic Process Automation (RPA)/Intelligent Automation (IA) technology

Q1 Does your organisation currently use Robotic Process Automation (RPA)/Intelligent Automation (IA) technology?

A1 Yes

If no:

Q2 a. Are you intending on exploring the possible implementation of RPA/ IA 24/25?
b. Who would be the best point of contact within the organisation to discuss RPA/AI with, and what are their contact details?

A2 Not applicable, as per A1

If yes, please answer the following questions:

Q3 Programme Overview

- Which RPA/IA technology provider does your organisation currently use?
- Who would be the best point of contact within the organisation to discuss Robotic Process Automation/Intelligent Automation with, and what are their contact details?
- Which Executive Board member would be responsible for RPA/IA, and what are their contact details?
- How many live automations do you have?
- How many departments do you have live automations in?
- Please list the names of the automations your organisation has live.
- Do you plan to expand the use of automation technologies in other areas of your organisation beyond those currently implemented?
- Do you develop automations in-house, or do you outsource development? If outsourced, which organisation do you outsource development to?
- What have been the main barriers or challenges your organisation has encountered in implementing automation initiatives?
- What are the primary reasons for implementing automation within your organisation? Please select from: cost reduction, improved patient care, efficiency improvement, error reduction.

A3

- Blue Prism
- Leila Brown, Associate Director Digital Transformation- leila.brown@alderhey.nhs.uk
- Kate Warriner, Chief Digital Information Officer- kate.warriner@alderhey.nhs.uk
- Three
- Three
- Salary sacrifice, Clinic Outcomes, HR Forms
- Not yet decided

- h. Outsource- Alder Hey, Royal Free
- i. Time investment in process development
- j. Efficiency improvement

- Q4 Technology / Service Details
- a. How many licences are under your contract?
 - b. What is your contract start date?
 - c. What is your contract end date?
 - d. Are your organisation's RPA/IA licences contracted directly with the technology provider, or via a 3rd party intermediary? If via an intermediary, what is the name of their organisation?
 - e. What is your current annual spend with your supplier for RPA licences?
 - f. What is your current annual spend with your supplier on external professional services to deliver RPA/IA?
- A4
- a. Information not held- the Trust's contract is not broken down by licences and support model so are unable to provide this level of detail
 - b. October 2021
 - c. March 2025
 - d. Contracted via e-18
 - e. Information not held- as per 4a
 - f. Information not held- as per 4a
- Q5 Systems
- a. Which EPR does your organisation use?
 - b. What is the contract end date of your EPR?
 - c. Which PAS does your organisation use?
 - d. What is the contract end date of your PAS?
 - e. Which patient comms / appointment management tool does your organisation use?
 - f. What is the contract end date of your Patient comms / appointment management system?
 - g. What is your primary finance system?
 - h. What is your primary inventory management system?
 - i. Which Cancer registry does your organisation use?
- A5
- a. Allscripts
 - b. 2027
 - c. Silverlink
 - d. 2027
 - e. Healthcare Comms
 - f. 2025
 - g. Oracle NHS Shared Business Services
 - h. Omnicell
 - i. Somerset Cancer Registry