

Ref: FOI/CAD/ID 3067

**Please reply to:**  
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01 February 2016

**Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to the Patient Reminder service.

*1. When the service was implemented and the specialties included.*

Specialty	Date
Cardio Thoracic Surgery	16/01/2014
CARDIOLOGY	14/01/2014
CARDIOLOGY REHAB	25/06/2014
DIABETIC MEDICINE	14/01/2014
EARS NOSE and THROAT	14/01/2014
ENDOCRINOLOGY	14/01/2014
GASTROENTEROLOGY	14/01/2014
GENERAL AND ELDERLY MEDICINE	15/01/2014
GYNAECOLOGY	14/01/2014
GYNAECOLOGY/ONCOLOGY	14/01/2014
Hepatology	17/01/2014
NEUROLOGY	14/01/2014
OPHTHALMOLOGY	14/01/2014
PAEDIATRICS	09/04/2014
PAIN CONTROL	14/01/2014
RESPIRATORY MEDICINE	14/01/2014
RHEUMATOLOGY	14/01/2014
SURGICAL	14/01/2014
TRAUMA AND ORTHOPAEDICS	14/01/2014
UROLOGY	14/01/2014

2. Monthly values for the numbers of patients contacted/reminded.

Year	Month	Count
2015	8	20746
2015	9	23573
2015	10	23418
2015	11	22214

3. Specific details of any aims/targets set of the reminder service and whether or not these have been achieved.

The aim was to reduce the number of non-attendances, which has been achieved.

4. Details of any patient complaints or technical difficulties encountered whilst the service is in operation.

Some complaints regarding multiple text reminders.

5. Where are the servers used to process the appointment reminders located?

On Trust premises.

*If the service uses SMS*

6. Do you use NHS Mail or another?

NHS Mail

7. Where are the SMS carriers servers located?

Not applicable

*If the service uses automated IVR/IVM (Interactive Voice Response/Interactive voice Messaging) calls;*

8. Where are the servers that undertake these calls located?

On Maidstone & Tunbridge Wells NHS Hospital site

9. Do the IVR servers process patient identifiable data?

Unique hospital number, NHS number, date of birth, and first & second name  
*If the service uses agent calls;* Not applicable

10. What percentage of the overall service outcomes are completed by an agent?

Not applicable

11. *What information do agents have access to?*

Not applicable

12. *Are all agents making the calls based in a call centre?*

Not applicable

13. *Where are the call centres situated?*

Not applicable

14. *If not what percentage of calls are made by home workers?*

Not applicable

15. *Geographically, where are the home based workers?*

Not applicable

16. *What security measures are in place to prevent home-based workers from replicating data locally?*

Not applicable

17. *Are all home based staff CRB checked?*

Not applicable

18. *Have you received any complaints at all regarding the agent call service (including but not limited to: manner, tone, ability to understand accents or dialects)?*

Not applicable

19. *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?*

Not applicable

20. *Do you have or have you considered any other uses for your reminder service? If so what are they?*

Yes, Outpatient appointment reminder service.

21. *How do you keep personal information secure when transferring to a third party supplier?*

Not applicable

*Please provide details of:*

*22. Supplier*

Netcall

*23. Expected contract length*

From 2012 until 2017

*24. Contract review date*

End of 2017

*25. Cost/Value of contract*

The information requested above is exempt from disclosure under the Freedom of Information Act 2000 Section 43 as its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

*26. Details of the implementation costs and on-going support costs.*

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*26. Details of the processes followed to procure an appointment reminder service.*

Full OJEU tendering process

*27. Details of the channels used to publish the notification of procurement, for an appointment reminder service.*

OJEU tendering portal