

Ref: FOI/CAD/ID 3716

**Please reply to:**  
FOI Administrator  
Trust Management  
Service Centre  
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### 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 Appointment reminder service.

1. Do you use an appointment reminder service for: (please circle):
2. Do use an internal integrated PAS system or external provider for your Appointment reminder service? Please state the name of the integrated PAS system or external provider used.
3. What channels do you use to remind patients about their appointments?
4. Do you use agent callers to remind patients over a certain age about their appointment?
5. If home based, what security measures are in place to prevent home-based agent callers from replicating data locally?
6. Can patients cancel or rearrange appointments using the reminder service?
7. 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?
8. If a patient does not respond to a reminder or answer a phone call, can your service make further attempts?
9. Monthly numbers of patients reminded/contacted a month?  
Supplier details
10. Appointment reminder supplier of the above services:
11. Expected contract length?
12. Contract review date:
13. Details of the implementation costs and annual on-going support costs:
14. Details of the processes followed to procure the reminder service?
15. Details of the channels used to publish the notification of procurement for the Reminder service?

1. Inpatients  Outpatients  Diagnostics Day case other(s):

2. Both. An extract is taken from the PAS system daily and placed onto the Netcall Server – this is then picked up by Netcall and configured. Call and Text Reminds then begin each morning and runs throughout the day.

3.

Communication Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text	Y	997,704	?
Automated Calls	Y	292,584	?

4. No

5. Not applicable

6. With a call reminder patients can select an option which then routes the call back into the Trust where an agent will pick up. They cannot cancel or rebook via the Text service at present.

7. This falls under the remit of the Director of Health Informatics, Donna-Marie Jarrett, [donnajarrett@nhs.net](mailto:donnajarrett@nhs.net)

8. Several attempts are made throughout the day via the calling service if a patient doesn't respond initially. The service stops running at 7pm. No further attempts are made after this.

9.

Patient Call Remind Service: 24,382 per month

Patient Text Remind Service: 83,142 per month

Supplier details

10, 11, 12 13 and 14.

This information can be found on the Trust website using the following link:

<http://www.mtw.nhs.uk/freedom-of-information/> please see FOI ID 3067