

**Maidstone and Tunbridge Wells**



NHS Trust

Ref: FOI/GS/ID 4768

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone  
Kent  
ME16 9QQ

Email: mtw-tr.foiadmin@nhs.net

06 July 2018

**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 reminders.

*You asked:*

- 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?*
- 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?*

Trust response:

1. Inpatients, Outpatients, Day case
2. Netcall
- 3.

Communication Channel	Is this channel used?	Annual	Cost per
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	Y/N	Volume	unit
Text	Y		
IVR/IVM	Not known		
Agent calls	N		
Email	N		
Letters	N		
Other: (please state)	Call reminder		

4. No

5. Not applicable

6. Yes

7. Clinical Systems Management team and Project Management Office

8. Patients called 7 days before outpatients' appointment then text reminder 48 hours before

9. Approx. 7000 (via sms)

Supplier details

10. Netcall

11. 3 years

12. 2020

13. The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the company's ability to win new business opportunities for their services and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

14. Full OJEU tendering process

15. OJEU tendering portal