

Ref: FOI/GS/ID 5718

Please reply to:
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Trust Management
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Email: mtw-tr.foiadmin@nhs.net

17 September 2019

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 Patient communications.

You asked:

- 1. Do you use a Patient Appointment reminder service?*
- 2. What channels do you use to remind patients about their appointments?*
- 3. Do you currently offer a 'blended' appointment reminder service (use various channels until you reach a patient)?*
- 4. Can Patients cancel or rearrange appointments using the reminder service?*
- 5. When is the Appointment reminder contract due for review?*
- 6. Do you currently use Hybrid Mail? (Electronic patient notifications that, via a link, directs to an online portal to retrieve letters, notifications etc.)*
- 7. When is the Hybrid Mail contract due for review?*
- 8. Do you currently outsource your Friends and Family Test?*
- 9. What Channels do you currently use for Friends and Family Test?*
- 10. When is the Friends and Family Test contract due for review?*
- 11. Do you use any other messaging?*
- 12. Pre-Op: Messages relating to what patients need to do pre-operation.*
- 13. Post-Op: Medication reminders, general advice.*
- 14. Key Patient Messages: Mental Health / Maternity support, Smoking cessation etc.*
- 15. Broadcasts: bad weather / Incidents / appointment cancellations to staff and or patient*
- 16. Do you pay any other fees (Monthly service charge etc.) for any of the services mentioned above?*
- 17. Please provide the name and role of the person(s) responsible for the implementation and continued running of the services mentioned above*

Trust response:

Please see the following table.

** 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 companies 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.

Supplier Transactions

All NHS bodies are required to publish details of individual invoices and transactions that are over £25,000. This is in response to guidance from HM Treasury which sets out the scope of the data. Details can be found on our website using the following link: www.mtw.nhs.uk/about-us/our-quality-story/finance/

Question	Required Response	Response			
Do you use a Patient Appointment reminder service	Y/N, if Yes please provide either the name of an internal PAS system or the Company name of the external provider	Healthcare Communications/Envoy as part of a programme used to remind patients of their appointments.			
What channels do you use to remind patients about their appointments?	For each Channel type please state annual volume and cost per unit, if you do not use a certain channel type please leave blank	Channel Type	Annual Volume		Cost Per Unit
		SMS	7000 per month		Part of contract
		IVR / IVM			
		Agent Calls			
		Email			
		Posted Letters			
Do you currently offer a 'blended' appointment reminder service (use various channels until you reach a patient)?	Y/N – If Y please state what combination of channels do you use and who is the provider	No			
Can Patients cancel or rearrange appointments using the reminder service?	Y/N	Yes			
When is the Appointment reminder contract due for review	Please state review date	2020			
Do you currently use Hybrid Mail? (electronic patient notifications that, via a link, directs to an online portal to retrieve letters, notifications etc)	Y/N - If Y please provide the Providers name, annual volume and cost per unit. If the system you use is internal please put internal.	Providers Name		Annual Volume	Cost Per Unit
		Yes correspondence only - Funasset		1327387 approx	**
When is the Hybrid Mail contract due for review	Please state review date	2020			
Do you currently outsource your Friends and Family Test	Y/N – Please state the name of the provider	Yes - Netcall			
What Channels do you currently use for Friends and Family Test	CHANNEL TYPE Please put a Y next to the relevant channel type used for Patient surveys and a S next to the channel type used for Staff surveys (separated by a /) Then provide the annual volume and cost paid per unit for each of Patient and Staff (separated by a /)	Channel Type	Used (Y/N)	Annual Volume	Cost Per Unit
		SMS	N		
		IVR / IVM	N		
		Agent Calls	N		
		Email	N		
		Paper Based	Y	Approx: 39000	unknown
		Tablet / Ipad	Y	Minimal as newly introduced	unknown
When is the Friends and Family Test contract due for review	Please state review date	30.09.19			
Do you use any other messaging? Pre-Op: Messages relating to what patients need to do pre-operation. Post-Op: Medication reminders, general advice. Key Patient Messages: Mental Health / Maternity support, Smoking cessation etc Broadcasts: bad weather / Incidents / appointment cancellations to staff and or patient	If used state: channel used, annual volume, cost per unit.	Service Type	Channel Type	Annual Volume	Cost Per Unit
		Pre-Op			
		Post-Op			
		Key Patient Messages			
		Broadcasts			
Do you pay any other fees (Monthly service charge etc) for any of the services mentioned above?	Please state what the fee is for and how much you pay (inc one off set up charges)	This information can be found on the Trust website using the following link. https://www.mtw.nhs.uk/about-us/our-quality-story/finance/			
Please provide the name and role of the person(s) responsible for the implementation and continued running of the services mentioned above	Name, role (contact details if applicable)	FFT: Deputy Chief Nurse			

