

Ref: FOI/GS/ID 6032

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

07 July 2020

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 Trust Systems.

You asked:

Part 1

1. What appointment booking and reminder system(s) does the Trust use, providing in each case:

- a. name of system and name of supplier*
- b. contract start and end dates*
- c. £K contract value per annum*

2. How much is spent per annum on sending appointment letters?

3. How much is spent on SMS text messages per annum for appointment reminders?

4. How many DNAs were there for 2018/2019 and what did this cost the Trust?

5. Who in the Trust is responsible for the appointment booking and reminder system(s), by Name, Job Title and email address?

Part 2

1. What e-rostering and bank staffing system(s) does the Trust use, providing in each case:

- a. name of system and name of supplier*
- b. contract start and end dates*
- c. £K contract value per annum*

2. How much is spent on SMS text messages per annum for bank staffing?

3. Who in the Trust is responsible for bank staffing system, by Name, Job Title and email address?

Part 3

1. What paging system does the Trust use, providing:

- a. name of system and name of supplier*
- b. contract start and end dates*

c. £K contract value per annum

2. Is the Trust actively considering reducing paging costs by the use of mobile apps?

3. Who in the Trust is responsible for the paging system, by Name, Job Title and email address?

Part 4

1. What systems does the Trust use for:

a. PBX

2. How many extensions do you have?

b. Switchboard / Operator Console

3. How many positions do you use?

4. What is the Annual Contract/Maintenance value?

c. Contact Centre

5. How many seats are in use?

6. What is the Annual Contract/Maintenance value?

d. Speech Recognition Auto Attendant and what is the Annual Contract/Maintenance value?

e. Staff Directory

f. Call Logging

g. Who in the Trust is responsible for these telecoms systems, by Name, Job Title, email address?

Trust response:

Part 1.

1.

a. Booking - Allscripts

Reminder system – Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s: <http://www.mtw.nhs.uk/wp-content/uploads/2019/11/Patient-communications.-170919.pdf>

b. Booking - Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s: <http://www.mtw.nhs.uk/wp-content/uploads/2020/02/Software-Solutions.-050220.pdf>

Reminder system – Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s: <http://www.mtw.nhs.uk/wp-content/uploads/2019/11/Patient-communications.-170919.pdf>

c. Booking - Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s: <http://www.mtw.nhs.uk/wp-content/uploads/2020/02/Software-Solutions.-050220.pdf>

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2. The Trust is unable to provide this information as the provider cannot differentiate between appointment and clinical correspondence.
3. 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/

4. Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s: <http://www.mtw.nhs.uk/wp-content/uploads/2019/05/Outpatient-appointment-did-not-attend-DNA.-100519.pdf>

5. Di Peach, Head of Clinical Systems and Patient Records

Part 2.

1.
 - a. Allocate HealthRoster / Allocate BankStaff
 - b. End date – August 2021
 - c. 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.

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2. We are unable to provide this information as our text messaging service is Trustwide and we are therefore unable to break down to this level.
3. This falls under the remit of the Director of Workforce, Simon Hart. Further contact details can be found on the Trust website WWW.MTW.NHS.UK

Part 3.

1. Multitone
 - a. Multitone. Supplied by Multitone communications Ltd.
 - b. April 2018 - 2021
 - c. £39,096.00
2. Yes.
3. Karen Finn, switchboard manager, karen.finn@nhs.net

Part 4

1. a. Cisco Call Manager
2. 6000
- b. ARC Connect
3. 8
4. Yes - part of the Block Contract
- c. The Question requires clarification
5. The Question requires clarification
6. The average annual spend is £200,000. Please note the services cover both IT Network and Telephony support
- d. Not applicable
- e. Cisco
- f. Not applicable
- g. Philip Osunsami, Telephony Manager