

Ref: FOI/GS/ID 7406

Please reply to:
FOI Administrator
Trust Management
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11 May 2022

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 Robotic Process Automation (RPA) or Intelligent Automation technology.

You asked:

1. Does your organisation currently use Robotic Process Automation (RPA)/Intelligent Automation technology?

If no:

- a. Are you intending on exploring the possible implementation of RPA technology in 22/23?*
- b. Who would be the best point of contact within the organisation to discuss Robotic Process Automation with, and what are their contact details?*
- c. Which EPR does your organisation use?*
- d. Which PAS does your organisation use?*
- e. Which patient communication (appointment management tool) does your trust use?*

If yes:

- f. Which RPA technology provider does your organisation currently use?*
- g. Who is the project managing the RPA programme within your Trust, and what are their contact details?*
- h. How many licenses are in place under your current contract?*
- i. What is the current annual spend with your supplier for RPA – split between licence costs and professional services?*
- j. How many processes have you got live?*
- k. What is the contract start date?*
- l. What is the contract end date?*
- m. Which EPR does your organisation use?*
- n. Which PAS does your organisation use?*
- o. Which patient communication (appointment management tool) does your trust use?*

Trust response:

1. Yes

f. Automation Anywhere via Kent Community health care Trust

g. Jane Saunders – jane.saunder15@nhs.net

h. 1

i. Circa £30K split 50:50 between licence costs and professional services

j. None

k. 1st March 2022

l. 12 months with annual review

m. AlteraHealh Sunrise Clinical Manager (previously known as Allscripts)

n. AlteraHealh PAS (previously known as Allscripts)

o. We do not have one that communicates directly with patients. We do have reminder services and appointments are managed via PAS