

Ref: FOI/GS/ID 7575

Please reply to:
FOI Administrator
Trust Management
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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 Customer Service Requirements and Helpline services

You asked:

- 1. Does the Authority Outsource its Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used?*
- 2. If yes which services are outsourced and how many staff deliver each of these services?*
- 3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?*
- 4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?*
- 5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?*
- 6. What is the annual contract value (if it is a zero-value contract eg. based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?*
- 7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?*
- 8. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?*
- 9. Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?*

10. Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?

11. What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?

12. What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?

13. Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where known, in subsequent years eg. part of a 5-year plan?

The Trust requested clarification as follows:

Can you please clarify exactly what you mean by customer service requirement/helpline services – Patient Contact Centres / Interactive Mobile Apps / On-line portals etc

Are these services used by employees only? Patients only? Employees and patients? Both

Are you asking for details of our switchboard services? The IT service desk details or other services? If so which services? Switchboard / IT service desk / other digital solutions you use or are considering implementing.

Trust response:

1. Not out sourced
2. Not applicable
3. Not applicable
4. Not applicable
5. Not applicable
6. Not applicable
7. Kent and Medway ICS. Further details can be found on their website <https://www.kentandmedwayccg.nhs.uk/about-us/who-we-are/ICS>
8. The Trust Cost Improvement target is £20m which is 3.2% of our operating expenditure.
9. Non-emergency patient transport is a service provided by G4S on behalf of the NHS Clinical Commissioning Groups across Kent and Medway. The contract for NEPTS sits with the Kent and Medway CCG please contact them directly for further information.
10. The Trust are in the process of implementing a regional wide Patient portal which is based on PATHEK system which was purchased for us via the Kent and Medway ICS
11. This question asks for a personal opinion and not recorded information and is therefore not covered under FOI.

12.

Year	Total patient contact
2018-2019	- 920,880
2019-2020	- 976,603
2020-2021	- 739,043
2021-2022	- 959,729

13. Jane Saunders, Programme Director for EPR (Sunrise) and Digital Transformation and Sue Forsey Director of IT. Capital Budget for Digital at £3.298m for 2022-23.