

Ref: FOI/GS/ID 9220

Please reply to:
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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 RPA (Robotic Process Automation).

You asked: All questions are shown as received by the Trust.

Question

- 1. Do you currently use RPA?*
- 2. If No, are you planning to?*
- 3. If Yes, please answer all following questions*
- 4. What solution(s) do you use?*
- 5. Main RPA Contact within the Organisation*
- 6. Are Automations Developed in-house or via external provider, if so whom.*
- 7. Please Provide the following details for all automations you have (Live, being developed or decommissioned)*

Department

Title

Brief Description

- 8. Are you intending to expand the use of RPA in future, if so into which areas?*
- 9. Have you already shared automations with another trust?*
- 10. If yes, which organisations*
- 11. Are you happy for this to be shared with other NHS Trusts on request (information will not be shared outside the NHS)*

Trust response:

Question	Answer Type / Notes
Do you currently use RPA?	Yes
If No, are you planning to?	Not applicable
If Yes, please answer all following questions	
What solution(s) do you use?	Automation Anywhere
Main RPA Contact within the Organisation	Kent Community Health NHS Foundation Trust
Are Automations Developed in-house or via external provider, if so whom.	Kent Community Health NHS Foundation Trust provide a development service for us.
Please Provide the following details for all automations you have (Live, being developed or decommissioned)	We have several processes live in Recruitment and one that is linked to tracing patient demographics for our Patient Administration System. We are also piloting sending letters to GPs following an ED attendance for one of their patients.
Department	Please see above
Title	Please see above
Brief Description	Please see above
Are you intending to expand the use of RPA in future, if so into which areas?	We haven't launched the programme fully at this stage, but anticipate it being adopted across trust in Corporate and Operational areas.
Have you already shared automations with another trust?	No
If yes, which organisations	Name of Organisation(s)
Are you happy for this to be shared with other NHS Trusts on request (information will not be shared outside the NHS)	Yes