

Date: Monday, 15 July 2019  
Our Ref: MB/KF FIRM 3907

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**Re: Freedom of Information Request FIRM 3907**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 26<sup>TH</sup> June 2019.

Your request was received as follows: -

1. Does your organization presently use and/or endorse a RPA/IA (*description of this detailed above*) to automate manual, rule-based processes? – [No](#)

If the answer is **NO** –

- 1.1 Is RPA/IA something that the organisation would consider (within the next 2 years) as a way of supporting reduced human resource capacity & to improve repeatable business outcomes? - [Yes](#).

- 1.2 If the organisation is **not** considering RPA technology – is there a reason why this is not being considered? – [N/A](#)

- Perceived expense
- Concerns about how existing administrative staff would accept this
- This is the first time we have heard about RPA/ IA
- Other reason ( please feel free to comment )

- 1.3 If the answer is **YES** – RPA/IA **is currently being used** in the organisation - could you please detail – [The Walton Centre NHS Foundation Trust \(WCFT\) can confirm RPA/IA is currently not being used in the trust therefore we are unable to provide this information.](#)

- 1.3.1 The system type/name/supplier – [N/A](#)

- 1.3.2 What it is used for (or has been used for) and by what department, examples below – [N/A](#)

- Outpatient Services
- Data Migration
- Improving Referral to Treatment (RTT) processes
- Onboarding / Off-Boarding staff
- Back office / Finance related process automations
- Other (please comment) –

- 1.3.3 How did the existing human workforce react to tasks being replaced by automation? – [N/A](#)

- Good, they welcome the changes
- Bad, they felt threatened

- Indifferent
  - Not sure – no feedback
  - Other – please comment
- 1.3.4 When did your RPA/ IA system come into use and when does the contract expire? – [N/A](#)
- 1.3.5 How much does this new technology cost the organisation & if applicable, how many robots are employed? – [N/A](#)
- 1.3.6 Has there been any analysis of the system, (&/or case studies) to demonstrate and benefits so far- either operationally, financially or as regards patient safety/management? – [No](#)
2. Who is the main person(s)/ decision maker (s)or team – who would probably be responsible (or is responsible) for the decision to use RPA/IA in your organization? - Name/title/ contact details – [Justin Griffiths](#)

[The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address above or alternatively email \[enquiries@thewaltoncentre.nhs.uk\]\(mailto:enquiries@thewaltoncentre.nhs.uk\) asking for your correspondence to be forwarded on.](#)

See our response above in [blue](#).

### **Re-Use of Public Sector Information**

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Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

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If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

**Please remember to quote the reference number above in any future communications.**

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

**Mr Mike Burns, Executive Lead for Freedom of Information**

