

Date: Tuesday, 10th May 2022  
Our Ref: MB/SH FOI 5162

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**Re: Freedom of Information Request FOI 5162**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 26th April 2022.

Your request was as follows:

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

If no:

Are you intending on exploring the possible implementation of RPA technology in 22/23?

Who would be the best point of contact within the organisation to discuss Robotic Process Automation with, and what are their contact details?

Which EPR does your organisation use?

Which PAS does your organisation use?

Which patient communication (appointment management tool) does your trust use?

1. The Walton Centre NHS foundation Trust (WCFT) do not currently use Robotic Process Automation/Intelligent Automation technology.

2. The WCFT do intend on exploring the implementation of RPA technology in 22/23.

3. Head of Technology - Justin Griffiths.

The WCFT 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.

4. The WCFT use an in-house EPR solution.

5. Sliverlink.

6. eRS and PAS.

If yes:

Which RPA technology provider does your organisation currently use?

Who is the project managing the RPA programme within your Trust, and what are their contact details?

How many licenses are in place under your current contract?

What is the current annual spend with your supplier for RPA - split between licence costs and professional services?

How many processes have you got live?

What is the contract start date?

What is the contract end date?

Which EPR does your organisation use?

Which PAS does your organisation use?

Which patient communication (appointment management tool) does your trust use?

N/A

Please see our response above in [blue](#).

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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, FOI 5162 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 Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

*Mike Burns*

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