

Date: Thursday, 18th August 2022
Our Ref: MB/CM FOI 5277

Sid Watkins Building
Lower Lane
Fazakerley
Liverpool L9 7BB
Tel: 01515253611
Fax: 01515295500
Direct Line: 01515563038

Re: Freedom of Information Request FOI 5277

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 22nd July 2022.

Your request was as follows:

Does the Authority Outsource its Patient Service Requirements (eg patient contact centre) and / or On-line Patient Portals, which may include / require the provision of staffing and / or the telephony systems used?

[The Walton Centre NHS Foundation Trust does not outsource its Patient Service Requirements.](#)

If yes which services are outsourced and how many staff deliver each of these services?

N/A

If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?

N/A

What is the contract start and expiry date (if multiple contracts exist please specify for each)?

N/A

Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?

N/A

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)?

N/A

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)?

N/A

Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?

The WCFT has a target of £4,947k which is 3% of turnover.

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)?

The WCFT uses a Critical Care Service via Liverpool Heart and Chest Hospitals, provide by Spark Medical.
Annual Cost - £271.195 (staff £250,025 back-office £21,170)
Expiry Date - Sept 2022

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))?

Currently nothing committed but part of C&M ICS looking into multiple solutions.

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?

N/A

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

Financial Year	Inpatient	Outpatient	Total
2018/2019	18,042	137,216	155,258
2019/2020	17,018	133,145	150,163
2020/2021	10,306	110,378	120,684
2021/2022	13,912	139,531	153,443
Total	59,278	520,270	579,548

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 know, in subsequent years eg part of a 5-year plan?

Mr J Griffiths, Chief Digital Information Officer.

Please see our response above in blue.

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

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.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at

www.opsi.gov.uk/advice/psi-regulations/index.htm

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 5277 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