

Date: Wednesday, 17th April 2024
Our Ref: MB/CM FOI 6263

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Re: Freedom of Information Request FOI 6263

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 10th April 2024.

Your request was as follows:

I am writing to you with an enquiry under the Freedom of Information act. Please may you answer the below questions:

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

[I can confirm the Walton Centre NHS Foundation Trust do use Robotic Process Automation \(RPA\)/Intelligent Automation \(IA\) technology.](#)

If no:

- Are you intending on exploring the possible implementation of RPA/ IA 24/25?
- Who would be the best point of contact within the organisation to discuss RPA/AI with, and what are their contact details?

[N/A](#)

If yes, please answer the following questions:

Programme Overview

- Which RPA/IA technology provider does your organisation currently use?

[The WCFT use Blueprism.](#)

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

[Chief Digital Information Officer - 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 \[wcft.enquiries@nhs.net\]\(mailto:wcft.enquiries@nhs.net\) asking for your correspondence to be forwarded on.](#)

- Which Executive Board member would be responsible for RPA/IA, and what are their contact details?

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- How many live automations do you have?

Zero.

- How many departments do you have live automations in?

Zero.

- Please list the names of the automations your organisation has live.

N/A

- Do you plan to expand the use of automation technologies in other areas of your organisation beyond those currently implemented?

Yes.

- Do you develop automations in-house, or do you outsource development? If outsourced, which organisation do you outsource development to?

The WCFT plan to keep these in-house.

- What have been the main barriers or challenges your organisation has encountered in implementing automation initiatives?

N/A

- What are the primary reasons for implementing automation within your organisation? Please select from: cost reduction, improved patient care, efficiency improvement, error reduction.

All of the above - cost reduction, improved patient care, efficiency improvement, error reduction.

Technology / Service Details

- How many licences are under your contract?

The WCFT have a site license.

- What is your contract start date?

April 2023

- What is your contract end date?

April 2026

- Are your organisation's RPA/IA licences contracted directly with the technology provider, or via a 3rd party intermediary? If via an intermediary, what is the name of their organisation?

Blueprism.

- What is your current annual spend with your supplier for RPA licences?

N/A currently purchased via national digital aspirant.

- What is your current annual spend with your supplier on external professional services to deliver RPA/IA?

N/A

Systems

- Which EPR does your organisation use?
- What is the contract end date of your EPR?
- Which PAS does your organisation use?
- What is the contract end date of your PAS?
- Which patient comms / appointment management tool does your organisation use?
- What is the contract end date of your Patient comms / appointment management system?
- What is your primary finance system?
- What is your primary inventory management system?
- Which Cancer registry does your organisation use?
- Which EPR does your organisation use? In house developed EP2
- What is the contract end date of your EPR? N/A
- Which PAS does your organisation use? Silverlink PAS
- What is the contract end date of your PAS? 31/03/2025 (31/03/2027 - 2 year extension option)
- Which patient comms / appointment management tool does your organisation use? Dr Doctor
- What is the contract end date of your Patient comms / appointment management system? This contract is currently being renewed.
- What is your primary finance system? E-Financials
- What is your primary inventory management system? Medusa
- Which Cancer registry does your organisation use? Somerset Cancer Registry

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 6263 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 by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information