**FOI Ref: 6518**

**Category(ies): Trust – Contracts/Procurement**

**Subject: Patient Contact Centre - Efficiency Target - Digital**

**Date Received: 22/07/2022**

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| **Your request:** | **Our response:** |
| **For the purposes of this FOI, Authority and Trust are one in the same.** |
| 1. Does the Authority Outsource its Patient Service Requirements (e.g. patient contact centre) and / or On-line Patient Portals, which may include / require the provision of staffing and / or the telephony systems used?
2. If yes which services are outsourced and how many staff deliver each of these services?
3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?
4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?
5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?
6. What is the annual contract value (if it is a zero-value contract e.g. based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?
7. 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)?
 | No |
| 1. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?
 | 3.67% £9,146,886 |
| 1. 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)?
2. 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))?
 | Contract with CCG not Acute trustYes, we continually looking to expand existing digital solutions already in place |
| 1. 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?
 | If money was no barrier, we’d employ more digital staff to be able deploy and enhance existing tools in place |
| 1. What was the total number of patients the Authority treated (in all its meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?

Clarification requested from TrustPlease define number of patients treated. E.g. inpatient, outpatient, ED, community, diagnostics. Do you mean unique patients and/or patients on multiple pathways?Clarification Received Replace the word patient with contact, basically how busy is the Trust in a given year. | The general information regarding how busy the trust is available at the link below<https://www.therotherhamft.nhs.uk/About_us/>

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| **Fiscal Year** | **Patients Treated** |
| 2018/19 | 131609 |
| 2019/20 | 134431 |
| 2020/21 | 117850 |
| 2021/22 | 131829 |

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| 1. 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 known, in subsequent years e.g. part of a 5-year plan?
 | \*James Rawlinson, Director of Health Informatics, jrawlinson@nhs.netWe don’t hold a specific Digital Transformation budget |

\*The name of the relevant individual is detailed. The provision of these contact details **does not** imply consent for unsolicited correspondence on your part. As per Section 122 of the Data Protection Act 2018, **permission is not given** to use these details for unsolicited contact. Right to prevent processing for purposes of direct marketing.

*S122 (5) direct marketing” means the communication (by whatever means) of advertising or marketing material which is directed to a particular individual.*