RE: Freedom of Information Request

24th April 2024

Dear Sir/Madam

With reference to your request for information received on 9th April 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

1. **Does your organisation currently use Robotic Process Automation (RPA)/Intelligent Automation (IA) technology?**
   Not as a purchased product or principle.

If no:
1. **Are you intending on exploring the possible implementation of RPA/ IA 24/25?**
   RPA has potential benefits for many departments / processes at Sherwood Forest Hospitals, but we do not currently have a specific RPA plan.
2. **Who would be the best point of contact within the organisation to discuss RPA/AI with, and what are their contact details?**
   Digital Transformation Team – 01623 622515

If yes, please answer the following questions:
   N/A
Programme Overview
1. **Which RPA/IA technology provider does your organisation currently use?**
2. **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?**
3. **Which Executive Board member would be responsible for RPA/IA, and what are their contact details?**
4. **How many live automations do you have?**
5. **How many departments do you have live automations in?**
6. **Please list the names of the automations your organisation has live.**

Home, Community, Hospital.

Patient Experience Team
01623 672222
sfh-tr.pet@nhs.net

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Chair Claire Ward
Chief Executive Paul Robinson

7. **Do you plan to expand the use of automation technologies in other areas of your organisation beyond those currently implemented?**
8. **Do you develop automations in-house, or do you outsource development? If outsourced, which organisation do you outsource development to?**
9. **What have been the main barriers or challenges your organisation has encountered in implementing automation initiatives?**
10. **What are the primary reasons for implementing automation within your organisation? Please select from: cost reduction, improved patient care, efficiency improvement, error reduction.**

Technology / Service Details
1. **How many licences are under your contract?**
2. **What is your contract start date?**
3. **What is your contract end date?**
4. **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?**
5. **What is your current annual spend with your supplier for RPA licences?**
6. **What is your current annual spend with your supplier on external professional services to deliver RPA/IA?**

Systems
1. **Which EPR does your organisation use?**
2. **What is the contract end date of your EPR?**
3. **Which PAS does your organisation use?**
4. **What is the contract end date of your PAS?**
5. **Which patient comms / appointment management tool does your organisation use?**
6. **What is the contract end date of your Patient comms / appointment management system?**
7. **What is your primary finance system?**
8. **What is your primary inventory management system?**
9. **Which Cancer registry does your organisation use?**

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, 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: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: https://ico.org.uk/your-data-matters/official-information/.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the Open Government Licence (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.