

Freedom of Information Office

foi.whitthealth@nhs.net

Web: www.whittington.nhs.uk

FoI request re: Automation-EPR-PAS

Ref: 24-CF-0805

Thank you for your request for information relating to Automation technology and EPR and PAS systems.

Please find our responses below:

Request 1:

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

Yes

Request 2:

If no, are you intending on exploring the possible implementation of RPA/ IA 24/25?

The scope of the Freedom of Information Act deals only in recorded information and facts. Opinions, plans, explanations and justifications are not within the scope of the Freedom of Information Act unless those opinions, plans, explanations and justifications have been recorded.

There is no recorded information that would answer this question.

Request 3:

Who would be the best point of contact within the organisation to discuss RPA/AI with, and what are their contact details?

Please note that Whittington Health is not able to pass on personal contact details concerning members of staff who are not already available in the public domain on the Whittington Website:

<http://www.whittington.nhs.uk/>

Email addresses are personal data for the purpose of data protection law and disclosure of employees' email accounts can lead to unwanted and unwarranted marketing messages reducing employees' ability to be as productive as they would wish. We believe this to be in line with Sections 40 (2) and 40 (3A) (a) of the Freedom of Information Act 2000.

Please refer to the Trust organisational structure chart:

<https://www.whittington.nhs.uk/?c=258>

Should you wish to contact our directors, please call our switchboard 020 7272 3070.

If yes, please answer the following questions:

Request 4:

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

E-18/Blue Prism

Request 5:

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?

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Request 6:

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

Chief Strategy, Digital and Improvement Officer

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Request 7:

How many live automations do you have?

None

Request 8:

How many departments do you have live automations in?

None

Request 9:

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

N/A

Request 10:

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

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There is no recorded information that would answer this question.

Request 11:

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

Outsourced-E-18

Request 12:

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

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There is no recorded information that would answer this question.

Request 13:

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

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There is no recorded information that would answer this question.

Request 14:

How many licences are under your contract?

4

Request 15:

What is your contract start date?

October 2022

Request 16:

What is your contract end date?

October 2027

Request 17:

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?

Through a third party Trustco PLC

Request 18:

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

We believe providing this information would prejudice the commercial interest of the Trust and suppliers. There is potential for competing suppliers to work out the price structure it is charging thereby potentially any future price competition may be tainted resulting in less competitive prices for Whittington. Disclosure would be likely to prejudice the commercial interests of the Trust by affecting adversely its bargaining position during contractual negotiations which would result in the less effective use of public money. Disclosure of pricing information may encourage anti-competitive behaviour on the part of other suppliers, restricting the savings that may be made by the Trust upon renegotiating contracts. We consider that Section 43 (2) 'prejudice to the commercial interests of any party' of The FOI act is engaged.

Request 19:

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

We believe providing this information would prejudice the commercial interest of the Trust and suppliers. There is potential for competing suppliers to work out the price structure it is charging thereby potentially any future price competition may be tainted resulting in less competitive prices for Whittington. Disclosure would be likely to prejudice the commercial

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Request 20:

Which EPR does your organisation use?

[System C and Access Group RiO](#)

Request 21:

What is the contract end date of your EPR?

[April 2025](#)

Request 22:

Which PAS does your organisation use?

[SystemC CareFlow EPR](#)

Request 23:

What is the contract end date of your PAS?

[April 2025](#)

Request 24:

Which patient comms / appointment management tool does your organisation use?

[Zesty](#)

Request 25:

What is the contract end date of your Patient comms / appointment management system?

[April 2025](#)

Request 26:

What is your primary finance system?

[Cedar Efinancials](#)

Request 27:

What is your primary inventory management system?

[We currently use Hornbill SupportWorks ITHD.](#)

Request 28:

Which Cancer registry does your organisation use?

[Somerset Cancer Registry](#)

I hope you find this information useful. Please quote the above reference in any further communication on this matter.

If you require any further assistance, please do not hesitate to contact us via the email address below.

Yours sincerely

FOI Coordinator

Freedom of Information Office

[Whittington Health NHS Trust](#)

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- If you are dissatisfied with this response, please write to foi.whitthealth@nhs.net quoting your reference number.
- If you remain dissatisfied with the Trust's response, you may contact the Information Commissioner's Office at <https://ico.org.uk/>

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