

Please provide details of the Appointment Reminders system in place:

1. Do you use an appointment reminder service for: (please circle):

~~Inpatients~~

Outpatients

~~Diagnostics~~

~~Day case~~

~~Other(s):~~

2. Do use an internal integrated PAS system or external provider for your Appointment reminder service? Please state the name of the integrated PAS system or external provider used.

Health Care Comms

3. What channels do you use to remind patients about their appointments?

Communication Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text	Y	<i>See below*</i>	<i>See below**</i>
IVR/IVM	Y	<i>See below*</i>	<i>See below**</i>
Agent calls	Y	<i>See below*</i>	<i>See below**</i>
Letters	Y		<i>See below**</i>
Email	Y	<i>See below*</i>	<i>See below**</i>
Other: (please state)	Internet	<i>See below*</i>	<i>See below**</i>

****483,000 overall annual Volume for all services***

*****0.16 overall cost per unit for all services***

4. Do you use agent callers to remind patients over a certain age about their appointment?

Yes, agent callers used

5. If home based, what security measures are in place to prevent home-based agent callers from replicating data locally?

Not home based

6. Can patients cancel or rearrange appointments using the reminder service?

Yes

7. Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Trust?

8. If a patient does not respond to a reminder or answer a phone call, can your service make further attempts?

Letter is sent

9. Monthly numbers of patients reminded/contacted a month?

400,000 annual

Supplier details

10. Appointment reminder supplier of the above services: ***Health Care Comms***
11. Expected contract length? - ***Annual***
12. Contract review date: ***2019***
13. Details of the implementation costs and annual on-going support costs: ***Overall cost for set up and support is £4350***
14. Details of the processes followed to procure the reminder service? – ***Direct award from the framework***
15. Details of the channels used to publish the notification of procurement for the Reminder service? - ***Not Applicable***