

Question	Required Response	Response				
Do you use a Patient Appointment reminder service	Y/N, if Yes please provide either the name of an internal PAS system or the Company name of the external provider	Yes – Netcall Remind+				
What channels do you use to remind patients about their appointments?	For each Channel type please state annual volume and cost per unit, if you do not use a certain channel type please leave blank	Channel Type	Annual Volume	Cost Per Unit		
		SMS	208,000	1.5p		
		IVR / IVM	420,000	Part of a contract so we do not pay by unit.		
		Agent Calls	Appointments might be booked using calls but agents do not phone as a reminder			
		Email	N/A	N/A		
		Posted Letters	A booking letter might be produced but we don't send reminder letters			
Do you currently offer a 'blended' appointment reminder service (use various channels until you reach a patient)?	Y/N – If Y please state what combination of channels do you use and who is the provider	Yes – SMS & Automated Calls				
Can Patients cancel or rearrange appointments using the reminder service?	Y/N	Yes – They are transferred to a call centre or a call back is generated				
When is the Appointment reminder contract due for review	Please state review date	March 2020				
Do you currently use Hybrid Mail? (electronic patient notifications that, via a link, directs to an online portal to retrieve letters, notifications etc)	Y/N - If Y please provide the Providers name, annual volume and cost per unit. If the system you use is internal please put internal.	Providers Name	Annual Volume	Cost Per Unit		
		Hybrid Mail is not used				
When is the Hybrid Mail contract due for review	Please state review date	N/A				
Do you currently outsource your Friends and Family Test	Y/N – Please state the name of the provider					
What Channels do you currently use for Friends and Family Test	Please put a Y next to the relevant channel type used for Patient surveys and a S next to the channel type used for Staff surveys (separated by a /) Then provide the annual volume and cost paid per unit for each of Patient and Staff (separated by a /)	CHANNEL TYPE	Channel Type	Used (Y/N)	Annual Volume	Cost Per Unit
			SMS			
			IVR / IVM			
			Agent Calls			
			Email			
			Paper Based		52,722	£1.78
	Tablet / Ipad					
When is the Friends and Family Test contract due for review	Please state review date					
Do you use any other messaging? Pre-Op: Messages relating to what patients need to do pre-operation. Post-Op: Medication reminders, general advice. Key Patient Messages: Mental Health / Maternity support, Smoking cessation etc Broadcasts: bad weather / Incidents / appointment	If used state: channel used, annual volume, cost per unit.	Service Type	Channel Type	Annual Volume	Cost Per Unit	
		Pre-Op	Information provided at Pre-Op Assessment Appointment			
		Post-Op	Information provided at attendance			
		Key Patient Messages	N/A			

cancellations to staff and or patient		Broadcasts	SMS	Unable to confirm number or cost currently
Do you pay any other fees (Monthly service charge etc) for any of the services mentioned above?	Please state what the fee is for and how much you pay (inc one off set up charges)	N/A		
Please provide the name and role of the person(s) responsible for the implementation and continued running of the services mentioned above	Name, role (contact details if applicable)	<p>Mark Herkes Head of Health Records mark.herkes@nhs.net</p> <p>Craig Robinson Head of ICT craig.robinson@nhs.net</p>		