

## Freedom of Information Request **20 053**

**Our Reference:** FOI 20 053 / AA / LB / IO  
**Name:**  
**Date:** 26 May 2020  
**Address:**

Dear

Further to your Freedom of Information Request, please find the Trust's response below:

I need to request some information. I do understand there can be reluctance to send certain information, such as names and contact details.

We have a legitimate interest in asking for information and we do not spam individuals with lots of emails. We do have a need to communicate by email.

I have spoken to the Information Commissioners Office and they have advised we can make an unofficial request for information which does not have to be published on your website, thereby protecting any individuals mentioned.

We would be happy to address any contact information as an unofficial request for information to supplement the FOI request.

Please also note the contact details we request only refer to officials in the pursuit of their job roles, and these should be covered under *legitimate interest*.

My request is in 4 parts. Please tell me:

[Humber Teaching NHS Foundation Trust \("the Trust"\) can provide the following responses.](#)

Part 1

- What appointment booking and reminder system(s) does the Trust use, providing in each case:
  - name of system and name of supplier

The Trust does not have a separate appointment booking and reminder system. Appointment bookings and reminders are managed through the Trust Electronic Patient Records (EPR). The Trust EPR are held in SystmOne from TPP, Lorenzo from DXC and PCMIS from the University of York. All appointments are booked via the EPR, but not all Trust Services use appointment reminders.

- contract start and end dates

N/A



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- £K contract value per annum

N/A

- How much is spent per annum on sending appointment letters?

The Trust is unable to provide information relating to the cost of sending appointment letters to patients. Some Trust services use letter templates from the EPR and some services will use typed letters. There is no way of accounting the cost of this.

- How much is spent on SMS text messages per annum for appointment reminders?

The Trust is unable to provide information relating to the cost of SMS reminders to patients about their appointments.

The SystmOne EPR is used by some services in the Trust but text reminders are not enabled for all services. Where a patient has consented to receiving text messages, an SMS would be sent at the time an appointment is booked and 24 hours before an appointment.

- How many DNAs were there for 2018/2019 and what did this cost the Trust?

Across the whole Trust, there were 27001 DNA's in 2018/19.

The Trust is unable to provide a cost of DNA's as this information is not held by the Trust. We are not required to submit this information to NHS Improvement. The cost of a DNA will vary dependant on the staff member the appointment is with and the location that the appointment was due to take place.

- Who in the Trust is responsible for the appointment booking and reminder system(s), by Name, Job Title and email address?

N/A

## Part 2

- What e-rostering and bank staffing system(s) does the Trust use, providing in each case:
  - name of system and name of supplier

The Trust use Allocate via Softcat.

- contract start and end dates

This Trust contract runs from 18/02/2019 to 17/02/2022.

- £K contract value per annum

Humber Teaching NHS Foundation Trust is unable to provide the information requested as this may be prejudicial to the commercial interests of the companies concerned, and is therefore exempt under section 43(2) of the Freedom of Information Act 2000. Contracts are commercial activities and by providing the requested information, the Trust feels this would prejudice the commercial interests of not only the provider of that service but of the Trust itself, should it for example, wish to engage with the provider in the future.

On engaging section 43(2), the Trust has considered the public interest in disclosing information as opposed to withholding it from disclosure. Whilst the Trust recognises it may be said it is in the public interest to disclose information which allows for the scrutiny of the Trust's actions and decisions, similarly, the Trust has to have regard to the Trust's commercial activities being conducted in a way to ensure that public authorities are getting value for money when purchasing goods and services. As such, the Trust considers this latter consideration means it is in the public interest to withhold disclosure of this information.



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- How much is spent on SMS text messages per annum for bank staffing?  
The bank staff system does not send SMS messages and mobile phone spend is not separated between voice calls and texts on our financial system. The Trust is therefore unable to provide a cost for SMS to bank staff.

- Who in the Trust is responsible for bank staffing system, by Name, Job Title and email address?  
Karen Fletcher, Head of Workforce Services, [Karen.fletcher20@nhs.net](mailto:Karen.fletcher20@nhs.net).

#### Part 3

- What long and short range paging system does the Trust use, providing:
  - name of system and name of supplier
  - contract start and end dates
  - £K contract value per annum

The Trust does not use pagers.

- Is the Trust actively considering reducing paging costs by the use of mobile apps?  
No, the Trust is not considering this.

- Who in the Trust is responsible for the paging system, by Name, Job Title and email address?  
N/A

#### Part 4

- What systems does the Trust use for:
  - PBX
    - How many extensions do you have?

The Trust does not use PBX.

- Switchboard / Operator Console
  - How many positions do you use?
  - What is the Annual Contract/Maintenance value?

The Trust does not have specific switchboard / operator consoles.

- Contact Centre
  - How many seats are in use?
  - What is the Annual Contract/Maintenance value?

The Trust does not incur a direct cost as this is provided free of charge by the Trust Telecoms provider.

- Speech Recognition Auto Attendant and what is the Annual Contract/Maintenance value?

The Trust does not use speech recognition.

- Staff Directory

The Trust staff directory is managed in house.

- Call Logging

Call logging is via KC SmartComms.

- Who in the Trust is responsible for these telecoms systems, by Name, Job Title, email address?



Richard Brumpton, Head of IT. [Richard.Brumpton@nhs.net](mailto:Richard.Brumpton@nhs.net).

Kind regards,

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<https://www.humber.nhs.uk/about-our-trust/freedom-of-information-enquiry-form.htm>



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