



FOI REF: 24/481

Eastbourne District General Hospital  
Kings Drive  
Eastbourne  
East Sussex  
BN21 2UD

23<sup>rd</sup> July 2024

Tel: 0300 131 4500  
Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act.

The answers to your specific questions are detailed within the attached document.

\* Q3 - please note we have added Section 44 to part of your request, please see below.

We are unable to provide the contact details of staff as we consider this information to be exempt from release in accordance with section 44 of the Freedom of Information Act (Prohibition on disclosure) and would refer to the Privacy and Electronic Communications EC Directive Regulations 2003 which provide specific rules on electronic communication services, including marketing (by phone, fax, email or text) and keeping communications services secure. We will not provide any information that could result in the transmission of unsolicited communications which may place an unacceptable risk to our email network and could also have a detrimental impact on patient care and treatment.

The contact number for the Trust are accessible on the Trust website <http://www.esht.nhs.uk>.

This is an absolute exemption and there is, therefore, no requirement to consider the public interest.

If I can be of any further assistance, please do not hesitate to contact me.

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Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)

FOI 24/481 - East Sussex Healthcare NHS Trust

Question	Answer Type / Notes	Answer
1. Do you currently use RPA?	Yes / No	Yes
If No, are you planning to?	Yes / No	Not Applicable
If Yes, please answer all following questions		
2. What solution(s) do you use?	Please list all in use. e.g. Blue Prism, Automation Anywhere, UiPath, Power Automate	Blue Prism
3. Main RPA Contact within the Organisation	Name, Title and Email address	Chris Richardson - Digital Senior Project Manager *
4. Are Automations Developed in-house or via external provider, if so whom.	Yes / No / Names of providers	No e18 Consulting
5. Please Provide the following details for all automations you have (Live, being developed or decommissioned)	Dept/Title/Desc for each process please	0 live automations 1 in development automation
Department	E.g. Finance	Outpatients
Title	Invoice Processing	Referral Acknowledgement
Brief Description	Takes PDF invoices from supplier and adds into Powergate.	Automating an acknowledgement back to the patient that a referral has been received
6. Are you intending to expand the use of RPA in future, if so into which areas?	E.g. HR, Outpatients etc	Yes, still in process of scoping opportunities -outpatients, community, clinical coding
7. Have you already shared automations with another trust?	Yes / No	No
If yes, which organisations	Name of Organisation(s)	Not applicable
8. Are you happy for this to be shared with other NHS Trusts on request (information will not be shared outside the NHS)	Yes / No	Yes