

FOI REF: 24/294

Eastbourne District General Hospital

Kings Drive
Eastbourne
East Sussex
BN21 2UD

DATE

Via email to:

Tel: 0300 131 4500
Website: www.esht.nhs.uk

Dear

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 as follows:

Please may you answer the below questions:

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

Yes.

If no:

- **Are you intending on exploring the possible implementation of RPA/ IA 24/25?**
- **Who would be the best point of contact within the organisation to discuss RPA/AI with, and what are their contact details?**

Not applicable.

If yes, please answer the following questions:

1. Programme Overview

- a) **Which RPA/IA technology provider does your organisation currently use?**

Blue Prism.

- b) **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?**

Chris Richardson
Digital Senior Project Manager

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.

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

Damien Reid
Chief Finance Officer

- d) How many live automations do you have?**

Zero.

- e) How many departments do you have live automations in?**

Zero.

- f) Please list the names of the automations your organisation has live.**

Not applicable.

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

Yes.

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

Outsourced – on automation-by-automation basis.

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

Selecting the right initial process to automate, networking challenges between platform and Trust systems.

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

Cost reduction, efficiency improvement.

2. Technology / Service Details

- a) **How many licences are under your contract?**

2.

- b) **What is your contract start date?**

26th January 2024.

- c) **What is your contract end date?**

25th January 2027.

- d) **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?**

Via 3rd party – e18.

- e) **What is your current annual spend with your supplier for RPA licences?**

Whilst the Trust holds the information requested, it is applying a Section 43(2) exemption in relation to this part of the request as the release of the information is likely to prejudice its commercial interests.

In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

Providing the annual spend and the number of licences enables the calculation of individual licence costs, which is commercially sensitive.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

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

Unknown at this stage, external professional services are procured individually for each work package.

3. Systems

- a) **Which EPR does your organisation use?**

East Sussex Healthcare NHS Trust does not currently have a full EPR system.

b) What is the contract end date of your EPR?

Not applicable.

c) Which PAS does your organisation use?

Allscripts PAS.

d) What is the contract end date of your PAS?

31st March 2026.

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

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

g) What is your primary finance system?

Integra Centros (Capita)

h) What is your primary inventory management system?

We asked to clarify your request under Section 8 (1) c and were advised to disregard the question

i) Which Cancer registry does your organisation use?

The Somerset Cancer Register.

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

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), 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