Please provide details of the Trust’s current appointment reminder service supplier/system:

1. When the service was implemented and the specialties included.
   All specialties covered. Reminders have been sent in various formats for the last 15 years.

2. Monthly values for the numbers of patients contacted/reminded.
   42,000-55,000 reminders sent per month

3. Specific details of any aims/targets set of the reminder service and whether or not these have been achieved.
   DNA project in progress reduce DNA rate to 5%.

4. Details of any patient complaints or technical difficulties encountered whilst the service is in operation.
   There have been no technical difficulties. Two formal patient complaints recorded in last 12 months relating to automated telephone reminders resulting in patient opt out.

5. Where are the servers used to process the appointment reminders located?
   OUH Trust

If the service uses SMS

6. Do you use NHSmail or another?
   SMS currently sent via EE

7. Where are the SMS carriers servers located?
   UK based servers

If the service uses automated IVR/IVM (Interactive Voice Response/Interactive voice Messaging) calls;

8. Where are the servers that undertake these calls located?
   OUH Trust

9. Do the IVR servers process patient identifiable data?
   Yes

If the service uses agent calls; N/A

10. What percentage of the overall service outcomes are completed by an agent?

11. What information do agents have access to?

12. Are all agents making the calls based in a call centre?

13. Where are the call centres situated?

14. If not what percentage of calls are made by home workers?

15. Geographically, where are the home based workers?

16. What security measures are in place to prevent home-based workers from replicating data locally?

17. Are all home based staff CRB checked?
18. Have you received any complaints at all regarding the agent call service (including but not limited to: manner, tone, ability to understand accents or dialects)?

19. 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?  
Digital Services Manager, EA Systems Manager, Telecommunications Manager

20. Do you have or have you considered any other uses for your reminder service? If so what are they?  
No

21. How do you keep personal information secure when transferring to a third party supplier?  
Data not transferred to third parties.

Please provide details of:

22. Supplier  
Netcall

23. Expected contract length  
5 Years

24. Contract review date  
September 2019

25. Cost of contract  
The cost is embedded within a wider commercial package; therefore we are unable to provide this information.

26. Details of the processes followed to procure an appointment reminder service.  
Negotiated without a Call for Competition

27. Details of the channels used to publish the notification of procurement, for an appointment reminder service.  
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