

Date: **27 September 2019**

Our reference: **FOIRQ5430**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your requests for information below:

Your Request and Our Response (in bold)

My request is in two parts

Great Ormond Street Hospital for Children NHS Foundation Trust (the 'Trust') is a single site, specialist tertiary paediatric trust. Please see our response (in bold) to your following request for information

Part 1

- *What appointment booking and appointment reminder service system(s) The Trust uses. Name of service/module and name of supplier* **Appointment Booking is managed within in the Trust's Electronic Patient Record System, Epic. Appointment reminders are sent via DrDoctor.**
- *What the contract start and end dates are*
 - **DrDoctor: 1st April 2019 to 31st March 2021**
 - **Epic: 25th May 2017 – 24th May 2027**
- *The contract value (s)*
 - **DrDoctor: The maximum anticipated value: £97,200 (per annum) + SMS Charges + VAT. The initial anticipated value: £54,000 (per annum) + SMS Charges + VAT**

Epic is a complete Electronic Patient Record, of which, Appointment Booking is only one of many tools. Therefore, it is not possible to provide you with a breakdown of the cost of the appointment booking elements of this system. We do not collate this level of information in the format you have requested.

- *How much is spent on SMS messages per year for appointment reminders? **The Trust does not collate this level of information as spend on SMS messages would be consolidated with other Trust spend. Even to conduct a search of all the records, it would not be possible to easily identify and locate the information as requested***
- *Who at the trust is responsible for this system(s)? Name Job Title and email address.*
 - ***DrDoctor: Adrian Peak, Assistant Director of ICT Programmes Adrian.peak@gosh.nhs.uk ****
 - ***Epic: Helen Vigne, Head of EPR Programme helen.vigne@gosh.nhs.uk ****

Part 2

- *Please tell me what system is used to facilitate Bank Staffing requirements . Name of service/module and name of supplier. **Allocate***
- *What the contract start and end dates are. **29/11/2017 - 28/11/2022***
- *The contract value (**£675,681**) **NB Integrated into Allocate Optima which includes rostering system***
- *Please tell me if SMS text messages are used as part of the emergency bank staffing solution (i.e. where shifts are having to be filled at short notice due to sickness etc). if so what is the annual spend on SMS for this service. **Not used at GOSH***
- *Is a separate system required for this other than your primary Bank Staffing solution? **N/A***
- *Who in the Trust is responsible for Bank Staffing systems and procedure? Name Job Title and email address? **Karen Eban, Resourcing Service Manager, Karen.Eban@gosh.nhs.uk ****

Please note: * the named persons have refused consent for their above personal data to be used for direct marketing purposes.

The Privacy and Electronic Marketing Regulations state that an individual must consent to processing of their personal data for marketing purposes. Re-use of their data for this purpose without explicit consent would therefore be a breach of their rights under the Data Protection Act 2018.

The Trust takes breaches reported by our staff seriously and we will make relevant complaints, including referrals to the Information Commissioner, if necessary.

Please note:

The information provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We trust the information provided is sufficient and helped to answer any issues, concerns or questions. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]

Your Rights

If you are dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If you are still not satisfied with your response, you also have the right to appeal to the Information Commissioner.

You can contact the Information Commissioner's Office at the following address:

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