

25 July 2019

Information Rights & Compliance Team
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Our Ref: FOI/03360

Thank you for your request concerning the use of Intelligent Automation (IA) – RPA (Robotic Process Automation).

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1. Does your organization presently use and/or endorse a RPA/IA (description of this detailed above) to automate manual, rule-based processes?

No

1.1 Is RPA/IA something that the organisation would consider (within the next 2 years) as a way of supporting reduced human resource capacity & to improve repeatable business outcomes?

Yes

1.2 If the organisation is not considering RPA technology – is there a reason why this is not being considered?

- Perceived expense
- Concerns about how existing administrative staff would accept this
- This is the first time we have heard about RPA/ IA
- Other reason (please feel free to comment)

Not applicable.

1.3 If the answer is YES – RPA/IA is currently being used in the organisation - could you please detail

1.3.1 The system type/name/supplier

1.3.2 What it is used for (or has been used for) and by what department, examples below –

- Outpatient Services
- Data Migration
- Improving Referral to Treatment (RTT) processes
- Onboarding / Off-Boarding staff
- Back office / Finance related process automations
- Other (please comment) –

1.3.3 How did the existing human workforce react to tasks being replaced by automation?

- Good, they welcome the changes
- Bad, they felt threatened
- Indifferent



- Not sure – no feedback
- Other – please comment

- 1.3.4 When did your RPA/ IA system come into use and when does the contract expire?
- 1.3.5 How much does this new technology cost the organisation & if applicable, how many robots are employed?
- 1.3.6 Has there been any analysis of the system, (&/or case studies) to demonstrate any benefits so far- either operationally, financially or as regards patient safety/management?

Not applicable.

2. Who is the main person(s) / decision maker (s) or team – who would probably be responsible (or is responsible) for the decision to use RPA/IA in your organization? - Name/title/ contact details

Hakan Akozek our Chief Information Officer is responsible for the decision making. All our management contact details can be obtained through [Binley's Database of NHS Management](#).

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

