

13 September 2019

Information Rights & Compliance Team
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Our Ref: FOI/03372

Thank you for your request concerning our appointment reminder and bank staffing systems.

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

**Please can you tell me
Part 1**

1. What appointment booking and appointment reminder service system(s) The Trust uses.

In our IAPT Teams SMS messaging is part of the electronic patient record system (PCMIS).

There is not a separate contract.

2. What the contract start and end dates are.

No applicable.

3. The contract value (s)

Not applicable.

4. How much is spent on SMS messages per year for appointment reminders?

£5,466

5. Who at the trust is responsible for this system(s)? Name Job Title and email address.

This information is already publicly available through [Binley's Database of NHS Management](#)¹.

Part 2

6. Please tell me what system(s) is used to facilitate Bank Staffing requirements (I see you use Allocate, please inform if there are other vendors)

No we do not use any other vendors.

¹ Section 21 – Information is available through other means

7. What the contract start and end dates are.

This information is already in the public domain. Please follow this [link](#) to a previously published response¹.

8. The contract value

Please follow the link provided under question 7.

9. 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.

Yes, SMS messages are sent to staff.

The service is included in the overall price for the Bank staffing solution, and is not identified separately.

10. Is a separate system required for this other than your primary Bank Staffing solution?

The Bank office uses Healthroster / Bankstaff from Allocate.

11. Who in the Trust is responsible for Bank Staffing systems and procedure? Name Job Title and email address?

This information is already publicly available through [Binley's Database of NHS Management](#)¹.

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](#).

