

18 May 2022

Information Rights & Compliance Team
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AL3 5TL

Tel: 01727 804954
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Our Ref: FOI/04328

Thank you for your request concerning Robotic Process Automation (RPA) / Intelligent Automation Technology (IAT).

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

Questions:

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

If no:

- 1. Are you intending on exploring the possible implementation of RPA technology in 22/23?**
- 2. Who would be the best point of contact within the organisation to discuss Robotic Process Automation with, and what are their contact details?**
- 3. Which EPR does your organisation use?**
- 4. Which PAS does your organisation use?**
- 5. Which patient communication (appointment management tool) does your trust use?**

If yes:

- 6. Which RPA technology provider does your organisation currently use?**
- 7. Who is the project managing the RPA programme within your Trust, and what are their contact details?**
- 8. How many licenses are in place under your current contract?**
- 9. What is the current annual spend with your supplier for RPA – split between licence costs and professional services?**
- 10. How many processes have you got live?**
- 11. What is the contract start date?**
- 12. What is the contract end date?**
- 13. Which EPR does your organisation use?**
- 14. Which PAS does your organisation use?**
- 15. Which patient communication (appointment management tool) does your trust use?**

Answer

We use two main EPR systems, Paris and PCMIS. We do not have a separate PAS or appointment system.

All our IT services are outsourced to Hertfordshire, Bedfordshire and Luton ICT (HBL ICT) (hosted by East and North Hertfordshire Clinical Commissioning Group). RPA is part of this managed service delivered by HBL ICT and included in the overall contract value.

They can be contacted at the address below:

Hertfordshire, Bedfordshire and Luton ICT
Charter House
Parkway
Welwyn Garden City
Hertfordshire
AL8 6JL

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](#).

