**Please provide details of the Appointment Reminders system in place:**

1. Do you use an appointment reminder service for: (please circle): Highlighted in yellow

Inpatients Outpatients Diagnostics Day case

Other(s):

1. Do use an internal integrated PAS system or external provider for your Appointment reminder service? Please state the name of the integrated PAS system or external provider used. **Internal PAS system PMS linked to an internal VIP Phone System**
2. What channels do you use to remind patients about their appointments?

|  |  |  |  |
| --- | --- | --- | --- |
| **Communication Channel** | **Is this channel used? Y/N** | **Annual Volume**  | **Cost per unit** |
| Text  | No |  |  |
| IVR/IVM | Yes |  |  |
| Agent calls | Yes |  |  |
| Email | No |  |  |
| Letters  | No |  |  |
| Other: (please state)  |  |  |  |

1. Do you use agent callers to remind patients over a certain age about their appointment? **We use agent callers for all age groups**
2. If home based, what security measures are in place to prevent home-based agent callers from replicating data locally? **N/A**
3. Can patients cancel or rearrange appointments using the reminder service? **Yes both with agent callers and automated remind service**
4. 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? **Helen Evans – Operations Manager Access, Booking & Choice**
5. If a patient does not respond to a reminder or answer a phone call, can your service make further attempts? **Yes**
6. Monthly numbers of patients reminded/contacted a month? **8644**

**Supplier details**

1. Appointment reminder supplier of the above services: **In House system**
2. Expected contract length? **N/A**
3. Contract review date: **Continual review**
4. Details of the implementation costs and annual on-going support costs: **None - managed within house**
5. Details of the processes followed to procure the reminder service? **N/A in house system**
6. Details of the channels used to publish the notification of procurement for the Reminder service? **N/A**