



Liverpool

Clinical Commissioning Group

Corporate Services

NHS Liverpool Clinical Commissioning Group

The Department

Lewis's Building

Renshaw Street

Liverpool

L1 2SA

Ref: 59755

5th July 2019

Email:

Email: foi@liverpoolccg.nhs.uk

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 21st June 2019, with regards to Intelligent Automation (IA) – RPA, (Robotic Process Automation).

Request / Response:

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

Response: No

If the answer is **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, drive efficiency & to improve repeatable business outcomes?

Response: We do not hold information relating to this question

- 1.2 If the organisation is **not** considering RPM – 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

Response: We do not hold information relating to this question

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

Response: N/A

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

- Out Patients clinics
- Data Migration
- Waiting Lists
- Referral to Treatment times, (RTT)
- Other (please comment) –

Response: N/A

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

- Good, they welcomed the changes
- Bad, they felt threatened
- Indifferent
- Not sure – no feedback
- Other – please comment

Response: N/A

1.3.4 When did your RPA/ IA system come into use and when does the contract expires?

Response: N/A

1.3.5 How much does this new technology costs the organisation and how many robots do you use &/or processes run?

Response: N/A

- 1.3.6 Has there been any analysis of the system, (&/or case studies) to demonstrate any benefits so far- either operationally, financially, managerially or in any other capacity?

Response: N/A

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 organisation - Name/title/ contact details

Response:

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Head of Transformation & Programmes

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We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

**Corporate Services Team
NHS Liverpool CCG**