



**Liverpool**

**Clinical Commissioning Group**

Corporate Services

NHS Liverpool Clinical Commissioning Group

The Department

Lewis's Building

Renshaw Street

Liverpool

L1 2SA

**Ref: 61967**

11<sup>th</sup> September 2019

Email:

Email: [foi@liverpoolccg.nhs.uk](mailto:foi@liverpoolccg.nhs.uk)

Dear

**Re: Freedom of Information Request**

Thank you for your Freedom of Information request that we received on 10<sup>th</sup> September 2019, with regards to patient appointment reminders.

Request:

Question	Required Response	Response		
Do you use a Patient Appointment reminder service	Y/N, if Yes please provide either the name of an internal PAS system or the Company name of the external provider			
What channels do you use to remind patients about their appointments?	For each Channel type please state annual volume and cost per unit, if you do not use a certain channel type please leave blank	Channel Type	Annual Volume	Cost Per Unit
		SMS		
		IVR / IVM		
		Agent Calls		
		Email		

Question	Required Response	Response			
		Posted Letters			
Do you currently offer a 'blended' appointment reminder service (use various channels until you reach a patient)?	Y/N – If Y please state what combination of channels do you use and who is the provider				
Can Patients cancel or rearrange appointments using the reminder service?	Y/N				
When is the Appointment reminder contract due for review	Please state review date				
Do you currently use Hybrid Mail? (electronic patient notifications that, via a link, directs to an online portal to retrieve letters, notifications etc)	Y/N - If Y please provide the Providers name, annual volume and cost per unit. If the system you use is internal please put internal.	Providers Name	Annual Volume	Cost Per Unit	
When is the Hybrid Mail contract due for review	Please state review date				
Do you currently outsource your Friends and Family Test	Y/N – Please state the name of the provider				
What Channels do you currently use for Friends and Family Test	<p style="text-align: center;"><b>CHANNEL TYPE</b></p> <p>Please put a Y next to the relevant channel type used for Patient surveys and a S next to the channel type used for Staff surveys ( separated by a / ) Then provide the annual volume and cost paid per unit for each of Patient and Staff (separated by a / )</p>	Channel Type	Used (Y/N)	Annual Volume	Cost Per Unit
		SMS			
		IVR / IVM			
		Agent Calls			
		Email			
		Paper Based			
		Tablet / Ipad			
When is the Friends and Family Test contract due for review	Please state review date				
Do you use any other messaging? <b>Pre-Op:</b> Messages relating to what patients need to do pre-operation. <b>Post-Op:</b> Medication reminders, general advice. <b>Key Patient Messages:</b> Mental Health / Maternity support, Smoking cessation etc <b>Broadcasts:</b> bad weather / Incidents / appointment cancellations to staff and or patient	If used state: channel used, annual volume, cost per unit.	Service Type	Channel Type	Annual Volume	Cost Per Unit
		Pre-Op			
		Post-Op			
		Key Patient Messages			
		Broadcasts			
Do you pay any other fees (Monthly service charge etc) for any of the services mentioned above?	Please state what the fee is for and how much you pay (inc one off set up charges)				
Please provide the name and role of the person(s) responsible for the implementation and continued running of the services mentioned above	Name, role (contact details if applicable)				

**Response:** We are unable to provide you with the information you have requested under section 1 (1)(a) of the FOI Act as we do not hold the information you have requested. As a commissioning organisation, we do not treat patients and as such do not use a patient appointment reminder service.

Would advise you to redirect your request for information directly to our provider organisations.

1. Alder Hey Children's NHS Foundation Trust  
[info.gov@alderhey.nhs.uk](mailto:info.gov@alderhey.nhs.uk)
2. Liverpool Heart and Chest Hospital NHS Trust  
[FOIRequests@lhch.nhs.uk](mailto:FOIRequests@lhch.nhs.uk)
3. The Royal Liverpool & Broadgreen University Hospitals NHS Trust  
[foi@rlbuht.nhs.uk](mailto:foi@rlbuht.nhs.uk)
4. Liverpool Women's NHS Foundation Trust  
[FOI@lwh.nhs.uk](mailto:FOI@lwh.nhs.uk)
5. Mersey Care NHS Foundation Trust  
[freedomofinformation@merseycare.nhs.uk](mailto:freedomofinformation@merseycare.nhs.uk)
6. Aintree University Hospital NHS Foundation Trust  
[FOIrequests@aintree.nhs.uk](mailto:FOIrequests@aintree.nhs.uk)
7. Walton Centre  
[freedomofinformation@thewaltoncentre.nhs.uk](mailto:freedomofinformation@thewaltoncentre.nhs.uk)

You may also wish to consider directly contacting local GP Practices.

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](http://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**