

**Request for information under the Freedom of Information Act – 2022.023
Released – 26 May 2022**

Thank you for your email received 28 April 2022 requesting information regarding Robotic Process Automation (RPA)/Intelligent Automation technology.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

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

Yes

If no:

**Are you intending on exploring the possible implementation of RPA technology in 22/23?
Who would be the best point of contact within the organisation to discuss Robotic Process Automation with, and what are their contact details?**

Which EPR does your organisation use?

Which PAS does your organisation use?

Which patient communication (appointment management tool) does your trust use?

Not applicable

If yes:

Which RPA technology provider does your organisation currently use?

Automation Anywhere

Who is the project managing the RPA programme within your Trust, and what are their contact details?

It is Trust policy to not release names and contact details of staff below Executive Director Level as this constitutes personal information which is exempt under Section 40(2) in conjunction with Section 40(3A)(a) of the Freedom of Information Act 2000 which relates to 'Personal Information'.

An excerpt of the relevant Freedom of Information legislation can be found below:

Chair John Goulston Acting Chief Executive Gordon Flack

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

Section 40 – Personal information

(2) Any information to which a request for information relates is also exempt information if—

(a) it constitutes personal data which does not fall within subsection (1), and

(b) either the first, second or third condition below is satisfied.

(3a) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act

(a) would contravene any of the data protection principles, or

(b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.

However we are able to confirm that the Executive Director with overall responsibility for telecoms is Gerrard Sammon – Director of Strategy and Partnerships. Gerrard can be contacted using the details above on the letterhead.

How many licenses are in place under your current contract?

Enterprise Package

What is the current annual spend with your supplier for RPA – split between licence costs and professional services?

£137,000, not including Professional Services not in use from Automation Anywhere

How many processes have you got live?

Approximately 70

What is the contract start date?

May 2022

What is the contract end date?

May 2023

Which EPR does your organisation use?

Rio

Which PAS does your organisation use?

Not in use by KCHFT

Which patient communication (appointment management tool) does your trust use?

The following patient communication systems are used:

- Majority of clinical services use RIO and NHS mail
- One System for Health - the system is used to send text messages
- Health Diagnostics that has a text messaging functionality but this is not used at the moment

- Responsive Health – although outlook is used to send text messages not Responsive Health
- Pharma-outcomes with community pharmacy provision and LILLIE system. No texts sent via Pharma-outcomes but some texts are sent via LILLIE.