

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	Healthcare Communications UK Ltd				
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	1.7m	Section 43*		
		IVR / IVM	-			
		Agent Calls	-			
		Email	-			
		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	No				
Can Patients cancel or rearrange appointments using the reminder service?	Y/N	Yes				
When is the Appointment reminder contract due for review	Please state review date	March 2020				
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		
		No				
When is the Hybrid Mail contract due for review	Please state review date	Not applicable				
Do you currently outsource your Friends and Family Test	Y/N – Please state the name of the provider	No				
What Channels do you currently use for Friends and Family Test	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 / )	CHANNEL TYPE	Channel Type	Used (Y/N)	Annual Volume	Cost Per Unit
			SMS	N		
			IVR / IVM	N		
			Agent Calls	N		
			Email	Y/S	5k	Unable to split
			Paper Based	Y/S	60k	Unable to split
	Tablet / iPad	Y/S	5k	Unable to split		
When is the Friends and Family Test contract due for review	Please state review date	Not applicable				
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	Letter	Included in remind volumes	Section 43*	
		Post-Op	Leaflets given on ward	30300 operations	Section 43*	
		Key Patient Messages	SMS	Included in remind volumes	Section 43*	
		Broadcasts	SMS	Included in remind volumes	Section 43*	
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)	Section 43*				

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)	<p style="text-align: center;"> <i>Matthew John</i>  <i>Associate Director of Informatics</i>  <i>Chief Information Officer</i>  <i>Swansea Bay University Health Board</i>  <i>01639 683645</i>  <i>Matthew.John@wales.nhs.uk</i> </p>

\* where we have stated a Section 43, this is an exemption under the FOI Act and relates to whether release of the information is likely to prejudice the commercial interests of any person (a person may be an individual, a company, the public authority itself or any other legal entity). Section 43 is a qualified exemption. That is, it is subject to the public interest test. The cost per unit is therefore withheld.

The Health Board accepts that there is a public interest in ensuring openness and transparency and there is an interest in the public being aware of how much money is spent and the benefits derived from that expenditure. However, the Health Board believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could have the effect of discouraging companies from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn this could then jeopardise the Health Boards ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. It is therefore decided that it is not in the publics' interest to disclose this information.