



**East London**  
NHS Foundation Trust

**Information Governance**

Charter House  
7 Alma Street  
Luton  
LU1 2PJ

**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

**Website:** <https://www.elft.nhs.uk>

16<sup>th</sup> June 2022

**Our reference: FOI DA4189**

Dear,

I am responding to your request for information received **28<sup>th</sup> April 2022**. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Shuchi Joshi  
Senior Information Governance Coordinator – Information Rights

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Interim Chair:** Eileen Taylor

**Request:**

**Question 1: Does your organisation currently use Robotic Process Automation (RPA)/Intelligent Automation technology?**

**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?**

**Answer:** The Trust does not use any robotic process automation solutions and does not have any plans for this at present.

The best point of contact to discuss RPA is  
Philippa Graves  
Email address - [philippa.graves1@nhs.net](mailto:philippa.graves1@nhs.net)

Trust's PAS systems, also known as our Electronic Patient Record (EPR) systems  
RiO  
IAPTUS  
EMIS  
SystemOne  
CarePath  
JAC

**Question 2: If yes:**

**Which RPA technology provider does your organisation currently use?**

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

**How many licenses are in place under your current contract?**

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

**How many processes have you got live?**

**What is the contract start date?**

**What is the contract end date?**

**Which EPR does your organisation use?**



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

Answer: N/A



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