



East London

NHS Foundation Trust

Information Governance

Robert Dolan House

9 Alie Street

London

E1 8DE

Email elft.foi@nhs.net

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

17 April 2024

Our reference: FOI DA5323

I am responding to your request for information received 8 April 2024. 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,

Information Rights Coordinator

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

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

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

Answer: Yes. The Trust currently uses Robotic Process Automation (RPA)/Intelligent Automation (IA) technology.

Question 2a: If no: Are you intending on exploring the possible implementation of RPA/ IA 24/25?

Answer: Not applicable.

Question 2b: Who would be the best point of contact within the organisation to discuss RPA/AI with, and what are their contact details?

Answer: Philippa Graves, Chief Digital Officer.
Email address - philippa.graves1@nhs.net

Question 3: If yes, please answer the following questions: Programme Overview

a) Which RPA/IA technology provider does your organisation currently use?

Answer: The Trust has reviewed question 3a of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 3

<https://www.elft.nhs.uk/sites/default/files/2023-10/ANON%20Response%20-%20FOI%20DA4950.pdf>

b) Who would be the best point of contact within the organisation to discuss Robotic Process Automation/Intelligent Automation with, and what are their contact details?

Answer: Philippa Graves, Chief Digital Officer
Email: philippa.graves1@nhs.net

c) Which Executive Board member would be responsible for RPA/IA, and what are their contact details?

Answer: Philippa Graves, Chief Digital Officer
Email: philippa.graves1@nhs.net

d) How many live automations do you have?

Answer: One live automation within the Trust.

e) How many departments do you have live automations in?

Answer: One department.

f) Please list the names of the automations your organisation has live.



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Answer: The Trust has reviewed question 3f of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:
(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 3

<https://www.elft.nhs.uk/sites/default/files/2023-10/ANON%20Response%20-%20FOI%20DA4950.pdf>

g) Do you plan to expand the use of automation technologies in other areas of your organisation beyond those currently implemented?

Answer: No. The Trust has no plans to expand the use of automation technologies.

h) Do you develop automations in-house, or do you outsource development? If outsourced, which organisation do you outsource development to?

Answer: The Trust has reviewed question 3h of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:
Any person making a request for information to a public authority is entitled—
*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

i) What have been the main barriers or challenges your organisation has encountered in implementing automation initiatives?

Answer: The Trust has reviewed question 3i of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:
Any person making a request for information to a public authority is entitled—
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(b) if that is the case, to have that information communicated to them.*

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j) What are the primary reasons for implementing automation within your organisation? Please select from: cost reduction, improved patient care, efficiency improvement, error reduction.

Answer: The Trust has reviewed question 3j of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:
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(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.

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Question 4: Technology / Service Details

a) How many licences are under your contract?

Answer: Single site license.

b) What is your contract start date?

Answer: Approximately 10 years ago.

c) What is your contract end date?

Answer: Rolling one-year contract.

d) Are your organisation's RPA/IA licences contracted directly with the technology provider, or via a 3rd party intermediary? If via an intermediary, what is the name of their organisation?

Answer: Licences are contracted directly with supplier.

e) What is your current annual spend with your supplier for RPA licences?

Answer: £19,182.31 per annum + VAT.

f) What is your current annual spend with your supplier on external professional services to deliver RPA/IA?

Answer: Not applicable – included within license.

Question 5: Systems

a) Which EPR does your organisation use?

Answer: The Trust has reviewed question 5a of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 3

https://www.elft.nhs.uk/sites/default/files/2024-01/anon_response_-_foi_da5131.pdf

b) What is the contract end date of your EPR?

Answer: The Trust has reviewed question 5b of your request for information under the Freedom of Information Act (FOI) 2000.



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Section 21(1) of the FOI Act states:

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The information requested is accessible here:

Question 4

https://www.elft.nhs.uk/sites/default/files/2024-01/anon_response_-_foi_da5131.pdf

c) Which PAS does your organisation use?

Answer: Please note, the EPR systems are the same used for PAS.

d) What is the contract end date of your PAS?

Answer: Not applicable.

e) Which patient comms / appointment management tool does your organisation use?

Answer: The Trust has reviewed question 5e of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 3

https://www.elft.nhs.uk/sites/default/files/2024-01/anon_response_-_foi_da5131.pdf

f) What is the contract end date of your Patient comms / appointment management system?

Answer: The Trust has reviewed question 5f of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

Question 4

https://www.elft.nhs.uk/sites/default/files/2024-01/anon_response_-_foi_da5131.pdf

g) What is your primary finance system?

Answer: Oracle.

h) What is your primary inventory management system?



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Answer: Oracle.

i) Which Cancer registry does your organisation use?

Answer: The Trust has reviewed question 5i of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
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East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide cancer treatment services as described in this request. We are therefore unable to provide a response.



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