

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		1,800,000	See below
		IVR / IVM		94,000	See below
		Agent Calls		75,000	See below
		Email		0	See below
		Posted Letters		0	See below
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	Healthcare Communications UK Ltd			
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	Currently under review			
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
		Healthcare Communications UK Ltd		Not recorded	See below
When is the Hybrid Mail contract due for review	Please state review date	Currently under review			
Do you currently outsource your Friends and Family Test	Y/N – Please state the name of the provider	Healthcare Communications UK Ltd			
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	Used (Y/N)	Annual Volume	Cost Per Unit
		SMS	Y	752,000	See below
		IVR / IVM	Y	18,000	See below
		Agent Calls	N		See below
		Email	S		See below
		Paper Based	Y	62,000	See below
		Tablet / Ipad	Y	300	See below
When is the Friends and Family Test contract due for review	Please state review date	Currently under review			
Do you use any other messaging? Pre-Op: Messages relating to what patients need to do pre-operation. Post-Op: Medication reminders, general advice. Key Patient Messages: Mental Health / Maternity support, Smoking cessation etc Broadcasts: 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	SMS/IV M/Agent	Included in remind volumes	See below
		Post-Op	SMS/IV M	Included in remind volumes	See below
		Key Patient Messages	SMS	Included in remind volumes	See below
		Broadcasts	SMS	Included in remind volumes	See below
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)	See below			
Please provide the name and role of the person(s) responsible for the implementation and continued running	Name, role (contact details if applicable)	retired currently none			

of the services mentioned above		
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This information is exempt under section 43 (commercial interests) of the Freedom of Information Act (FOIA), as the information would be likely to prejudice the commercial interests of those involved.