



Liverpool

Clinical Commissioning Group

Corporate Services

Level 4

The Department

Lewis's Building

2 Renshaw Street

Liverpool

L1 2SA

Ref: 67010

Email: foi@liverpoolccg.nhs.uk

3 July 2020

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request received on 11 June 2020 with regards to patient appointment reminders.

Request/Response:

Patient Appointment Reminders

Request 1: Do you remind your patients of their appointments in any capacity?

Response: A reminder is not sent after the appointment is confirmed. If we are unable to get in touch with the patient to make an appointment, a letter is sent to them after a few attempts, asking them to contact a telephone appointment line to arrange an appointment.

Request 2: If your patient appointment reminders are outsourced, who completes the delivery? **Not applicable**

Request 3: If your patient appointment reminders are outsourced, when was the contract initiated? **Not applicable**

Request 4: What communication modes do you use to send the communication to your patients? (select all that apply)

- | | |
|--|------------|
| a. SMS | No |
| b. Automated landline calls | No |
| c. Agent calls | No |
| d. Postal letters | Yes |
| e. Staff delivering phone call reminders | No |

- Request 5: Are your reminders delivered to all patients, regardless of their pathway within outpatients? **Not applicable**
- a. Which specialties are reminders utilised? **Not applicable**
- Request 6: Do you reminder patients outside of outpatients? For instance, Inpatients and Radiology? **No**
- a. Which specialties are reminders utilised? **Not applicable**
- Request 7: Since implementing an appointment reminder service, what decrease have you seen in your DNA rate? **Not applicable**
- Request 8: If your patient appointment reminders are outsourced, when is the contract due to expire and expected to go to tender? **Not applicable**
- Request 9: What is the expected value of this contract (£)? **Not applicable**

Letter delivery

- Request 1: When you send a letter to a patient (or CC letters), is this completed in house or outsourced to an external company? **In house**
- Request 2: If your letters are outsourced, who is your supplier? **Not applicable**
- Request 3: If your letters are outsourced, when was the contract initiated? **Not applicable**
- Request 4: Do you deliver letters via digital means or are they delivered solely by post? **Post**
- Request 5: If your letters are outsourced, are you delivering all letters to patients via the supplier, regardless of their specialty within outpatients?
- a. If No, what specialities are receiving letters via the supplier? **Not applicable**
- Request 6: If your letters are outsourced, do you send letters to patients outside of outpatients? For instance, Inpatients and Radiology?
- a. If so, which specialities are outsourced? **Not applicable**
- Request 7: Are you using digital dictation for your outcome letters? **Not applicable**
- Request 8: How do you fulfil the outcome letters? **Not applicable**
- a. Are they distributed to local GP's electronically? **Not applicable**
- b. How do you distribute to non-local GP's and recipient CC's? **Not applicable**

Request 9: If your letters are outsourced, when is the contract due to expire and expected to go to tender? **Not applicable**

Request 10: What is the expected value of this contract (£)? **Not applicable**

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely

Corporate Services Team
NHS Liverpool CCG