

25th September 2019

Dear Requester

FREEDOM OF INFORMATION REQUEST - RESPONSE
FOI Reference: OPTUM FOI 400-770- LE CCG

I refer to your email received on 11 September 2019. I can confirm on behalf of NHS Lincolnshire East Clinical Commissioning Groups (CCG) supported by Optum Commissioning Support Services, and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do not hold the information you have requested. A response to each element of your request is detailed below:

REQUEST & RESPONSE

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	INFORMATION NOT HELD BY THE CCG		
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	INFORMATION NOT HELD BY THE CCG	
		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	INFORMATION NOT HELD BY THE CCG		
Can Patients cancel or rearrange appointments using the reminder service?	Y/N	INFORMATION NOT HELD BY THE CCG		
When is the Appointment reminder contract due for review;	Please state review date	INFORMATION NOT HELD BY THE CCG		
Do you currently use Hybrid Mail? (electronic patient notifications that, via a link, directs to an online portal to	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
		INFORMATION NOT HELD BY THE CCG		

retrieve letters, notifications etc);					
When is the Hybrid Mail contract due for review;	Please state review date	INFORMATION NOT HELD BY THE CCG			
Do you currently outsource your Friends and Family Test;	Y/N – Please state the name of the provider	INFORMATION NOT HELD BY THE CCG			
What Channels do you currently use for Friends and Family Test;	CHANNEL TYPE	Channel Type	Used (Y/N)	Annual Volume	Cost Per Unit
	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 /)	SMS	INFORMATION NOT HELD BY THE CCG		
		IVR / IVM			
		Agent Calls			
		Email			
		Paper Based			
	Tablet / Ipad				
When is the Friends and Family Test contract due for review;	Please state review date	INFORMATION NOT HELD BY THE CCG			
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	INFORMATION NOT HELD BY THE CCG		
		Post-Op			
		Key Patient Messages			
Broadcasts					
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)	INFORMATION NOT HELD BY THE CCG			
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)	INFORMATION NOT HELD BY THE CCG			

RESPONSE: Please be advised the information requested is not currently held by the CCG.

I trust that this answers your queries with the information we currently hold, but if we can be of any further assistance please do not hesitate to contact the FOI Team.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Optum Health Systems Support
FOI TEAM
South Kesteven District Council Offices
St. Peter's Hill
Grantham
NG31 6PZ

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the CCGs.

The Information Commissioner's contact details can be found here:

<https://ico.org.uk/global/contact-us/>

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from the CCG. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead. All requests for re-use will be responded to within 20 working days of receipt.

Yours faithfully

FOI Team
On behalf of NHS Lincolnshire East CCG