

Freedom of Information Request

Ref: 22-403

18 August 2022

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. Does the Authority Outsource its Patient Service Requirements (eg patient contact centre) and / or On-line Patient Portals, which may include / require the provision of staffing and / or the telephony systems used?

No.

2. If yes which services are outsourced and how many staff deliver each of these services?

Not applicable.

3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?

Not applicable.

4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?

Not applicable.

5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?

Not applicable.

6. What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?

Not applicable.

7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?

Yes, with BNSSG (Bristol, North Somerset and South Gloucestershire).

8. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?

The efficiency target is £15m (2%).

9. Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?

The responsibility for commissioning and funding NEPTS journeys sits in general with a patient's CCG/ICB. For additional business resilience, we have a no-guaranteed-activity contract in place with Bristol Ambulance EMS, to ensure appropriate governance is in place for any journeys required which are outside the scope or capacity of the CCG-/ICB-commissioned providers. This contract has been in place since 2020 and runs for five years with an option for a two-year extension.

10. Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?

No.

11. What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?

No new technologies are required, although investment in more resilient infrastructure and security systems and resource is always welcome.

12. What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?

Point of Delivery	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023 (until July 2022)
OP attendances	871182	862145	668846	816840	269089
ED attendances	192943	195979	141616	191962	65919
IP/DC admissions	183979	181466	137125	159798	52609
Total	1248104	1239590	947587	1168600	387617

13. Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in

subsequent years eg part of a 5-year plan?

Chief Information Officer, (digitalservicesadmin@uhbw.nhs.uk)

The Digital Services budgets for 22/23 or subsequent years have not yet been agreed and allocated.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, 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:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust