

**Freedom of Information Request**

**Ref: 22-226**

4 May 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

**Does your organisation currently use Robotic Process Automation (RPA)/Intelligent Automation technology?**

Yes

**If no:**

**Are you intending on exploring the possible implementation of RPA technology in 22/23?**

Not applicable.

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

Not applicable.

**Which EPR does your organisation use?**

Careflow.

**Which PAS does your organisation use?**

Careflow.

**Which patient communication (appointment management tool) does your trust use?**

DrDoctor.

**If yes:**

**Which RPA technology provider does your organisation currently use?**

Blue Prism.

**Who is the project managing the RPA programme within your Trust, and what are their**

**contact details?**

Cathy Caple, Associate Director of Improvement and Innovation (cathy.caple@uhbw.nhs.uk)

**How many licenses are in place under your current contract?**

1

**What is the current annual spend with your supplier for RPA – split between licence costs and professional services?**

This is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore we are withholding this information at this time.

**How many processes have you got live?**

0

**What is the contract start date?**

1 April 2022

**What is the contract end date?**

31 March 2023

**Which EPR does your organisation use?**

Careflow EPR

**Which PAS does your organisation use?**

Careflow EPR

**Which patient communication (appointment management tool) does your trust use?**

DrDoctor

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**