

Our Ref: 274/2022

JULY 2022

Re: Your request made under the Freedom of Information Act 2000

Please can I request (under the FOIA 2000):

I would like to request the following information under FOI.

1. Does the Authority Outsource its Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used? **No.**
2. If yes which services are outsourced and how many staff deliver each of these services? ***This is not applicable, as we do not outsource customer service (assuming these all relate to Q1 as it is not clear).***
3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)? ***This is not applicable, as we do not outsource customer service (assuming these all relate to Q1 as it is not clear).***
4. What is the contract start and expiry date (if multiple contracts exist please specify for each)? ***This is not applicable, as we do not outsource customer service (assuming these all relate to Q1 as it is not clear).***
5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)? ***This is not applicable, as we do not outsource customer service (assuming these all relate to Q1 as it is not clear).***
6. What is the annual contract value (if it is a zero-value contract e.g., based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)? ***This is not applicable, as we do not outsource customer service (assuming these all relate to Q1 as it is not clear).***

Our Ref: 274/2022

JULY 2022

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)? ***This is not applicable, as we do not outsource customer service (assuming these all relate to Q1 as it is not clear).***
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? ***This is not applicable, as we do not outsource customer service (assuming these all relate to Q1 as it is not clear).***
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 Trust provides an internal PTS service for its patients operated by an internal fleet of ambulance and medicars driven by DBTH staff. There are contracts in place with other ambulance providers however these are commissioned by and under the jurisdiction of the relevant Clinical Commissioning Groups – CCG's.***
10. Is the Authority investing in Digital Solutions in 2022-23, for its 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)? ***Yes, the Trust is part of the Digital Aspirant+ Programme in conjunction with NHSE/I.***
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?

The Trust is already implementing/adopting a wide range of Digital initiatives.

Our Ref: 274/2022

JULY 2022

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?

Activity Type	2018/19	2019/20	2020/21	2021/22	Total
Daycase	51710	52370	30281	47144	181505
Elective	8495	8326	4617	6784	28222
Non-Elective	64255	63493	52034	53965	233747
Outpatient First Attendance	175181	176806	112423	155748	620158
Outpatient Follow-up Attendance	324421	322060	212961	294363	1153805
ED Attendances	175150	184472	149534	195030	704186
Total	799212	807527	561850	753034	2921623

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 (Ken Anderson – ken.anderson3@nhs.net) is responsible for Digital Transformation.

Capital investment into digital for 2022-2023 £1.162 million

Revenue operating costs As at the 09/09/22 the revenue cost budget i.e. excluding income is £9,647,611.