

## FOI 037/2021 Response

### Patient Appointment Reminders

**1) Do you remind your patients of their appointments in any capacity?**

Yes, the Trust remind patients of their appointment. Please note that this is carried out when a patient has opted in to receive reminders.

**2) If your patient appointment reminders are outsourced, who completes the delivery?**

N/A

**3) If your patient appointment reminders are outsourced, when was the contract initiated?**

N/A

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

- a. SMS
  - i. If yes, can patients reply to the reminder via SMS?
- b. Automated landline calls
  - i. If yes, can the patients select to confirm, cancel or rebook their appointment?
- c. Agent calls
- d. Postal letters
- e. Staff delivering phone call reminders

The Trust currently uses postal letters and SMS reminders.

Please note that for SMS reminders the patient is unable to reply to these messages.

**5) Are your reminders delivered to all patients, regardless of their pathway within outpatients?**

- a. Which specialties are reminders utilised?

Reminders are sent to patients who have consented to be contacted for appointment reminders.

**6) Do you remind patients outside of outpatients? For instance, Inpatients and Radiology?**

- a. Which specialties are reminders utilised?

No, we do not send appointment reminders to inpatient service users.

Please note that Birmingham and Solihull Mental Health explicitly provide mental health service and do not provide physical healthcare services like an acute Trust

**7) Since implementing an appointment reminder service, what decrease have you seen in your DNA rate?**

The Trust is unable to accurately source the requested data, this is because each service area/ team would have initiated appointment reminders at different times, and not all patients would be in receipt of appointment reminders as this is carried out on an opt in basis.

In the absence of an exact baseline of initiating appointment reminders and in conjunction with appointment reminders being applicable to patients who have opted in, it would be difficult to provide a response that would provide an authentic representation of decreased DNA rates.

**8) If your patient appointment reminders are outsourced, when is the contract due to expire and expected to go to tender?**

N/A

**9) What is the expected value of this contract (£)?**

N/A

**Letter delivery**

**1) When you send a letter to a patient (or CC letters), is this completed in house or outsourced to an external company?**

Outsourced

**2) If your letters are outsourced, who is your supplier?**

Xerox

**3) If your letters are outsourced, when was the contract initiated?**

The contract was initiated in 2016.

**4) Do you deliver letters via digital means or are they delivered solely by post?**

Post and digital (to GPs)

**5) If your letters are outsourced, are you delivering all letters to patients via the supplier, regardless of their specialty within outpatients?**

Yes all letters are delivered via Xerox.

**6) If your letters are outsourced, do you send letters to patients outside of outpatients? For instance, Inpatients and Radiology?**

N/A, there are no letters sent to inpatients, or Radiology.

Please note that Birmingham and Solihull Mental Health Foundation Trust explicitly provide mental health services and do not provide healthcare services like an Acute Trust.

**7) Are you using digital dictation for your outcome letters?**

Yes

**8) How do you fulfil the outcome letters?**

**a. Are they distributed to local GP's electronically?**

Yes, they distributed to local GP's electronically

**b. How do you distribute to non-local GP's and recipient CC's e.g. patient copy?**

Via Post.

**9) If your letters are outsourced, when is the contract due to expire and expected to go to tender?**

The current contract end date is April 2023.

**10) What is the expected value of this contract (£)?**

The yearly estimated value for the contract is £180,000

**11) Is the Trust using digital/remote check in for patients?**

The Trust is not using digital/remote check in for patients.

**12) If so, is this an internal solution or outsourced?**

**a. If outsourced, who is your supplier?**

Please refer to the response in question 11.

**13) Does the Trust have a PIFU programme?**

The Trust does not have a PIFU programme.

- 14) Is there solution to communicate with patients on a PIFU?**  
**a. If outsourced, who is the supplier?**

Please refer to the response in question 13.