

Freedom of Information Request: Our Reference CTHB_286_19

Please find the response from Cwm Taf Morgannwg University Health Board attached as Appendix 1 as requested.

Question	Required Response	Response				
Do you use a Patient Appointment reminder service	Yes					
What channels do you use to remind patients about their appointments?	Channel: Text	Channel Type	Annual Volume	Cost Per Unit		
		SMS	From April 2018 to March 2019 - Approx. 433,259	** please see below		
		IVR / IVM				
		Agent Calls				
		Email				
		Posted Letters				
Do you currently offer a 'blended' appointment reminder service (use various channels until you reach a patient)?	No					
Can Patients cancel or rearrange appointments using the reminder service?	Yes					
When is the Appointment reminder contract due for review	March 2020					
Do you currently use Hybrid Mail? (electronic patient notifications that, via a link, directs to an online portal to retrieve letters, notifications etc)	No	Providers Name	Annual Volume	Cost Per Unit		
When is the Hybrid Mail contract due for review	N/A					
Do you currently outsource your Friends and Family Test	N/A					
What Channels do you currently use for Friends and Family Test – this does not apply to NHS Wales	CHANNEL TYPE	Channel Type	Used (Y/N)	Annual Volume	Cost Per Unit	
		N/A	SMS			
			IVR / IVM			
			Agent Calls			
			Email			
			Paper Based			
			Tablet / Ipad			
When is the Friends and Family Test contract due for review	N/A					
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	No	Service Type	Channel Type	Annual Volume	Cost Per Unit	
		Pre-Op				
		Post-Op				
		Key Patient Messages				
		Broadcasts				
Do you pay any other fees (Monthly service charge etc) for any of the services mentioned above?	Maintenance fee					

Please provide the name and role of the person(s) responsible for the implementation and continued running of the services mentioned above	Project Management Office – lead to be confirmed on appointment.	
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** I can confirm that Cwm Taf Morgannwg Health Board holds the information requested. However, I would like to advise you that the information you requested is being withheld under the Freedom of Information Act 2000. The exemption which the Health Board has applied to this information is: Section (43)(2) of the Freedom of Information Act.

The Health Board considers the information to be of a commercially sensitive nature and that the release of this information would or would be likely to prejudice the commercial interests of any parties concerned.

The University Health Board accepts that there is a public interest in ensuring openness and transparency however, the Health Board believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could have the effect of discouraging companies from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn this could then jeopardise the Health Boards ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money.

However, in order to fulfil our obligation under Section 16 of the Act to provide advice and assistance we can confirm that the contract value for the service is £20,400 plus VAT.

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