

You asked:

Robotic Process Automation (RPA) is software which can automate manual, computer-based tasks by using virtual workers which mimic the way humans interact with applications on a computer. As a result, RPA can drive efficiencies in corporate services by increasing productivity, reducing staff workload and generating cost savings.

1a. Does your organisation have a dedicated budget for investing in RPA? Is yes, please provide your organisations RPA budget for 19/20

No.

1b. To date, how much has the organisation invested in RPA solutions?

Very little, but we do use a Pharmacy robot for automation to pick medicines for patients.

2a. Does your organisation use a third-party to provide an RPA software solution? If yes, please provide the name of the supplier (e.g. Thoughtonomy, Automation Anywhere, UiPath, Blue Prism etc.)

Omnicell.

2b. Please provide a brief description as to the project the RPA provider is undertaking/has undertaken at the organisation (e.g. reporting, system integration, tax management etc.) including which departments within the organisation this is/has been implemented

The robot has been running in Cwm Taf for some years supporting the Pharmacy department in 3 hospitals.

2c. How many employees (headcount) are involved in the operationalisation of the RPA solution at your organisation post-implementation?

20.

2d. Please state the start and end date of the contract with the supplier

It is an annual contract as Omnicell are the only company to support this service.

2e. Did the organisation use a framework to procure these services? If yes, please provide the name of the framework

[NHS Wales Shared Services Partnership](#) (NWSSP) provides procurement services for the Health Board. Therefore, you may wish to redirect this element of your request to: shared.services@wales.nhs.uk

2f. Please provide detail on how the RPA provider has charged the organisation? (e.g. costing by development and consultancy day rates, annual/monthly license fees, additional fees for bespoke services)

The system was implemented back in 2005 at a cost of £400,000.

2g. What was the annual cost to the organisation for the provision of the RPA solution in 18/19?

£13,000.

2h. Has your organisation seen any quantifiable benefits through the use of your RPA solution provider? Please provide details on the benefits achieved (e.g. reduced time spent on task by X%, saved X amount of hours per task per month, achieved savings of X amount)

The average dispensing rate has increased by 5% since automation and is now at 15 iph. The **minimum rate** (13.6 iph) has increased by 11% and is now greater than the **maximum rate** (13.1 iph) that was measured two years previously.

Automation has increased the dispensing rate and the pharmacy at RGH is now working continually at higher rates than pre automation. The average rate at RGH is substantially higher than the All Wales average of 12 iph and the **minimum RGH rate** (13.6 iph) is the same as the average **maximum All Wales rate** (13.7 iph). This is reflected in the outpatient satisfaction survey. Post automation the percentage of patients finding the pharmacy service "extremely efficient" rose by a factor of three and 70% of patients rated the service as "extremely or very efficient" compared with only 50% prior to automation.