Our Ref: FOI 007355

Contact: Customer Care Team
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E-mail: gpccg.foi@nhs.net

28 June 2019

Re: Request for information under the Freedom of Information Act 2000

Thank you for your email, dated 21 June 2019, making a request under the Freedom of Information Act 2000 for access to information which may be held by NHS Greater Preston Clinical Commissioning Group (CCG).

Please find detailed below NHS Greater Preston CCG’s response to your request, which is formatted as follows:-

1. Details of NHS Greater Preston CCG’s decision in regard to the information requested.
2. A schedule of all the records covered by your request.
3. A statement concerning copyright and re-use of public sector information.
4. Details of how you can appeal this decision should you wish to do so.

This letter addresses each of these parts in turn:-

1. Decision

I can confirm that NHS Greater Preston CCG holds the information requested.

2. Schedule of records/FOI response

Request:
1. Does your organization presently use and/or endorse a RPA/IA (description of this detailed above) to automate manual, rule-based processes?

If the answer is NO –
1.1 Is RPA/IA something that the organisation would consider (within the next 2 years) as a way of supporting reduced human resource capacity, drive efficiency & to improve repeatable business outcomes?
1.2 If the organisation is not considering RPM – is there a reason why this is not being considered?
• Perceived expense
• Concerns about how existing administrative staff would accept this
• This is the first time we have heard about RPA/IA
• Other reason (please feel free to comment
**Response:** The CCG does not use, nor would they be interested in the use of, Robotic Process Automation. As a purely an administrative based organisation and it is not felt that this technology would be of benefit to the workforce.

**Request:**
1.3 If the answer is YES – RPA/IA is currently being used in the organisation - could you please detail –
   1.3.1 The system type/name/supplier
   1.3.2 What it is used for (or has been used for) and by what department, examples below
   • Out Patients clinics
   • Data Migration
   • Waiting Lists
   • Referral to Treatment times, (RTT)
   • Other (please comment) -
   1.3.3 How did the existing human workforce react to tasks being replaced by automation?
   • Good, they welcomed the changes
   • Bad, they felt threatened
   • Indifferent
   • Not sure – no feedback
   • Other – please comment
   1.3.4 When did your RPA/IA system come into use and when does the contract expires?
   1.3.5 How much does this new technology costs the organisation and how many robots do you use &/or processes run?
   1.3.6 Has there been any analysis of the system, (&/or case studies) to demonstrate any benefits so far- either operationally, financially, managerially or in any other capacity?

**Response:** Not applicable.

**Request:**
2. Who is the main person(s)/ decision maker(s) or team – who would probably be responsible (or is responsible) for the decision to use RPA/IA in your organisation - Name/title/ contact details

**Response:** Matt Gaunt, Director of Finance and Procurement. Contact via email at: michelle.stas@nhs.net.

3. Copy and reuse of public sector information provided in FOI response

   Most of the information provided by NHS Greater Preston CCG in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In the majority of cases the information will be owned by NHS Greater Preston CCG. The copyright for other information may be owned by another person or organisation, as indicated in the information itself: in this case you must apply to the copyright owner to obtain their permission.
You are free to use any information supplied for your own use, including for non-commercial research purposes. It may also be used for the purposes of news reporting. However, any other type of re-use, for example, by publishing the information or issuing copies to the public will require the permission of the copyright owner.

4. Right of appeal to FOI response

If you are dissatisfied with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you are entitled to complain in the following way:

Initially you should complain in writing to the freedom of information officer, either by email on gpccg.foi@nhs.net or post to Chorley House, Lancashire Business Park, Leyland, PR26 6TT, specifying why you feel you have been wrongly denied access to the information requested. The freedom of information officer will ensure your complaint is investigated under NHS Greater Preston CCG’s internal processes and provide you with a written response within 20 working days.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner’s Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Greater Preston CCG.

Yours sincerely

Helen Curtis
FOI Lead
Head of Quality and Performance