



Our Ref: 59740

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southportandformbyccg.foi@nhs.net

NHS Southport & Formby CCG
5 Curzon Road
Southport
PR8 6PL

Tel : 0151 317 8456

Email: southportandformby.ccg@nhs.net

Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding Intelligent Automation (IA) within NHS Southport and Formby CCG.

Request/[Response](#):

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

No

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

[The CCG has not had opportunity to consider the application of RPA/IA yet but will evaluate any potential innovations as part of its digital strategy and roadmap.](#)

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?

[Not Applicable](#)

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

[NHS Southport and Formby CCG Governing Body following a recommendation from Martin McDowell \(Chief Finance Officer\) \[Matin.McDowell@southportandformbyccg.nhs.uk\]\(mailto:Matin.McDowell@southportandformbyccg.nhs.uk\)](#)