

[freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

31 October 2019

**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0313**

Thank you for your request for information.

Wye Valley NHS Trust responds:

**//////////////////////////////////REQUEST**

Part 1

- what appointment booking and appointment reminder service system(s) The Trust uses. Name of service/module and name of supplier.  
Text service provided by Healthcare Communications.
- What the contract start and end dates are.  
Currently there exist no formal end date for the contract.
- The contract value (s)  
This information is considered commercially sensitive and is not possible to release under section 43 of the Freedom of Information Act 2000.
- How much is spent on SMS messages per year for appointment reminders?  
This information is considered commercially sensitive and is not possible to release under section 43 of the Freedom of Information Act 2000.
- Who at the trust is responsible for this system(s)? Name Job Title and email address.  
HR Director & HR Business Systems Manager. Under section 40(ii) of the Freedom of Information Act 2000, email contact information cannot be shared due to it being personally identifiable data, as defined by the Data Protection Act 2018.

Part 2

- Please tell me what system is used to facilitate Bank Staffing requirements . Name of service/module and name of supplier  
The Trust uses an e-rostering system: Kronos – Smart – Bank Module for Nursing staff.
- What the contract start and end dates are –  
Over 5 years ago, with an end date of 31/12/19

- The contract value  
Approx £50,000
- Please tell me if SMS text messages are used as part of the emergency bank staffing solution (I.e. where shifts are having to be filled at short notice due to sickness etc). if so what is the annual spend on SMS for this service.  
700,000 text message SMS per annum. This information is considered commercially sensitive and is not possible to release costs under section 43 of the Freedom of Information Act 2000.
- Is a separate system required for this other than your primary Bank Staffing solution? Yes
- Who in the Trust is responsible for Bank Staffing systems and procedure? Name Job Title and email address? HR Director & HR Business Systems Manager. Under section 40(ii) of the Freedom of Information Act 2000, email contact information cannot be shared due to it being personally identifiable data, as defined by the Data Protection Act 2018.

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy 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 should write to:

Information Governance/Privacy Officer  
Wye Valley NHS Trust  
Monkmoor Court  
31-34 Commercial Road  
Hereford  
HR1 2DX  
Email: [freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire, SK9 5AF

Telephone: 01625 545 745     [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

Freedom of Information Coordinator

#### **Re-Use of Public Sector Information**

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)