

Question	Required Response	Response				
Do you use a Patient Appointment reminder service	Y/N, if Yes please provide either the name of an internal PAS system or the Company name of the external provider	Healthcare Communications UK Ltd				
What channels do you use to remind patients about their appointments?	For each Channel type please state annual volume and cost per unit, if you do not use a certain channel type please leave blank	<b>Channel Type</b>	<b>Annual Volume</b>	<b>Cost Per Unit</b>		
		SMS	506,636	Section 43		
		IVR / IVM	109	Section 43		
		Agent Calls				
		Email				
Posted Letters						
Do you currently offer a 'blended' appointment reminder service (use various channels until you reach a patient)?	Y/N – If Y please state what combination of channels do you use and who is the provider	Healthcare Communications UK Ltd				
Can Patients cancel or rearrange appointments using the reminder service?	Y/N	Yes				
When is the Appointment reminder contract due for review	Please state review date	30/10/22				
Do you currently use Hybrid Mail? (electronic patient notifications that, via a link, directs to an online portal to retrieve letters, notifications etc)	Y/N - If Y please provide the Providers name, annual volume and cost per unit. If the system you use is internal please put internal.	<b>Providers Name</b>	<b>Annual Volume</b>	<b>Cost Per Unit</b>		
		No				
When is the Hybrid Mail contract due for review	Please state review date					
Do you currently outsource your Friends and Family Test	Y/N – Please state the name of the provider	Healthcare Communications UK Ltd				
What Channels do you currently use for Friends and Family Test	Please put a Y next to the relevant channel type used for Patient surveys and a S next to the channel type used for Staff surveys ( separated by a / ) Then provide the annual volume and cost paid per unit for each of Patient and Staff (separated by a / )	<b>CHANNEL TYPE</b>	<b>Channel Type</b>	<b>Used (Y/N)</b>	<b>Annual Volume</b>	<b>Cost Per Unit</b>
			SMS	Y	194,703	Section 43
			IVR / IVM	Y	44,119	Section 43
			Agent Calls			
			Email			
			Paper Based			
	Tablet / Ipad					
When is the Friends and Family Test contract due for review	Please state review date	31/05/20				
Do you use any other messaging? <b>Pre-Op:</b> Messages relating to what patients need to do pre-operation. <b>Post-Op:</b> Medication reminders, general advice. <b>Key Patient Messages:</b> Mental Health / Maternity support, Smoking cessation etc <b>Broadcasts:</b> bad weather / Incidents / appointment cancellations to staff and or patient	If used state: channel used, annual volume, cost per unit.	<b>Service Type</b>	<b>Channel Type</b>	<b>Annual Volume</b>	<b>Cost Per Unit</b>	
		Pre-Op	SMS/IVM	Included in remind volumes	Section 43	
		Post-Op				
		Key Patient Messages	SMS	Included in remind volumes	Section 43	
		Broadcasts	SMS	Included in remind volumes	Section 43	
Do you pay any other fees (Monthly service charge etc) for any of the services mentioned above?	Please state what the fee is for and how much you pay (inc one off set up charges)	Section 43				
Please provide the name and role of the person(s) responsible for the implementation and continued running of the services mentioned above	Name, role (contact details if applicable)					

