



Ref: FOIA Reference 2024/25-223

Date: 9th July 2024

Email foi@uhnm.nhs.uk

Dear Mr/Ms

I am writing in response to your email dated 2nd July 2024 requesting information under the Freedom of Information Act (2000) regarding Robotic Process Automation.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Do you currently use RPA?

A1 Yes

Q2 If No, are you planning to?

A2 RPA Platform used across both sites

Q3 If Yes, please answer all following questions;

What solution(s) do you use? (Please list all in use e.g. Blue Prism, Automation Anywhere, UiPath, Power Automate)

A3 Blue Prism

Q4 Main RPA Contact within the Organisation (Dept/Title/Desc for each process please)

A4 Andrew Fraser*– Business Intelligence Manager

Q5 Are Automations Developed in-house or via external provider, if so whom. (Yes / No / Names of providers)

A5 In-house

Q6 Please Provide the following details for all automations you have (Live, being developed or decommissioned) Dept/Title/Desc for each process please:

Department (e.g. Finance)

Title (Invoice Processing)

Brief Description (Takes PDF invoices from supplier and adds into Powergate)

A6 See below:

IM&T - Data Extracts in Warehouse – Live

Imaging – Automation of back office processing and placing scan orders for Lung screening – Live
 Imaging – Consolodating and converting Imaging Orders to requests and assigning clinician – Live
 Trust Waiting List – Closing down open PIFU waiting Lists on expiry – Live with continued roll out to specialties
 Pre-Ams – Identifying patients and automation of their consent when meeting criteria for weight management with referral to NHS England Portal – Live
 IM&T PAS – Automation of DBS Patient Trace / Deceased patients process with auto update of Trust PAS System for NHS No and DoD – Live
 Referrals – Auto capture of ERS referrals and supporting GP Letters from ERS System into local hospital systems – Live
 OP - Clinic Outcomes transcription between multiple systems – Live and continued roll out to specialties
 Imaging – Patient Appointments Booking for radiology appointments – Retired post COVID
 IM&T – Auto creation of new starter emails and AD accounts / Service Desk accounts – Retired and on hold while system changes occur
 Imaging – Automation of image uploading from Telederm system – Live
 IM&T – Back office unlocking of accounts within our Vitals System based on specific criteria being met – Live
 IM&T – Back office removing temporary unused accounts within our Vitals System based on specific criteria being met – Live

Q7 Are you intending to expand the use of RPA in future, if so into which areas?

A7 Yes – Recruitment Processes under consideration and the future adoption of Power Automate to support this

Q8 Have you already shared automations with another trust? If yes, which organisations

A8 Yes – Recruitment Processes under consideration and the future adoption of Power Automate to support this

Q9 Are you happy for this to be shared with other NHS Trusts on request (information will not be shared outside the NHS)

A9 No- not through this FOI request however we are open to sharing through a more formal engagement with the Trust. Contact name stated earlier in FOI answer.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at

<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records