

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Tuesday 9th April 2024. I am pleased to confirm the following.

Does your organisation currently use Robotic Process Automation (RPA)/Intelligent Automation (IA) technology?

We do not use RPA but we do have automation.

If no:

**Are you intending on exploring the possible implementation of RPA/ IA 24/25?
Who would be the best point of contact within the organisation to discuss RPA/AI with, and what are their contact details?**

If yes, please answer the following questions:

Programme Overview**Which RPA/IA technology provider does your organisation currently use?**

Power Automate, FreshService, scripts, Azure functions.

Who would be the best point of contact within the organisation to discuss Robotic Process Automation/Intelligent Automation with, and what are their contact details?

IT Service Desk

Which Executive Board member would be responsible for RPA/IA, and what are their contact details?

All members accountable for their own areas using Automation.

How many live automations do you have?

Several hundred.

How many departments do you have live automations in?

At least 4.

Please list the names of the automations your organisation has live.

There is no naming conventions, many automations covering short internal processes. Automation is in place to speed up back-office processes across HR, Finance and IT.

Do you plan to expand the use of automation technologies in other areas of your organisation beyond those currently implemented?

Yes

Do you develop automations in-house, or do you outsource development? If outsourced, which organisation do you outsource development to?

In-house so far.

What have been the main barriers or challenges your organisation has encountered in implementing automation initiatives?

Unstandardised processes.

What are the primary reasons for implementing automation within your organisation? Please select from: cost reduction, improved patient care, efficiency improvement, error reduction.

Cost reduction, improved patient care, efficiency improvement, error reduction.

Technology / Service Details

How many licences are under your contract?

Every MKUH employee has a licence to use Power Automate.

What is your contract start date?

Feb 2023

What is your contract end date?

Feb 2025

Are your organisation's RPA/IA licences contracted directly with the technology provider, or via a 3rd party intermediary? If via an intermediary, what is the name of their organisation?

Microsoft.

What is your current annual spend with your supplier for RPA licences?

None.

What is your current annual spend with your supplier on external professional services to deliver RPA/IA?

None.

Systems

Which EPR does your organisation use?

Cerner Millennium

What is the contract end date of your EPR?

May 2028

Which PAS does your organisation use?

Cerner Millennium

What is the contract end date of your PAS?

May 2028

Which patient comms / appointment management tool does your organisation use?

Cerner Millennium / Cerner PPUK

What is the contract end date of your Patient comms / appointment management system?

May 2028

What is your primary finance system?

SBS.

What is your primary inventory management system?

For IT: FreshService.

Which Cancer registry does your organisation use?

Somerset

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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