

## ***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 27 June 2019.

I am pleased to confirm the following.

**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** – **Is RPA/IA something that the organisation would consider (within the next 2 years) as a way of supporting reduced human resource capacity & to improve repeatable business outcomes?**

This is something the Trust is currently considering.

**1.2 If the organisation is not considering RPA technology – 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 )**

**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 – N/A**

**Outpatient Services**

**Data Migration**

**Improving Referral to Treatment (RTT) processes**

**Onboarding / Off-Boarding staff**

**Back office / Finance related process automations**

**Other (please comment) –**

**1.3.3 How did the existing human workforce react to tasks being replaced by automation? N/A**

**Good, they welcome 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 expire? N/A**

**1.3.5 How much does this new technology cost the organisation & if applicable, how many robots are employed? N/A**

**1.3.6 Has there been any analysis of the system, (&/or case studies) to demonstrate any benefits so far- either operationally, financially or as regards patient safety/management? N/A**

**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 organization? - Name/title/ contact details**

This information is exempt under section 40

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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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