

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

Thank you for your request for information which we received on 21 July 2022.

I am pleased to confirm the following.

**1. Does the Authority Outsource its Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used?**

No

**2. If yes which services are outsourced and how many staff deliver each of these services?**

N/A

**3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?**

N/A

**4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?**

N/A

**5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?**

N/A

**6. What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?**

N/A

**7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?**

No

**8. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?**

Our efficiency target is £12m which is around 4% of our budget.

**9. Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?**

Outsource Patient Transport – Contract Start Date: 1.10.20, rolling contract – MedExpress – approx. annual value for 2021 £29K – number of staff 2 staff per day on 1 vehicle Mon- Friday however this is adhoc cover used sometimes for odd days/ weeks and may use different private resources during peak pressures not always med express

**10. Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?**

MKUH invests heavily in digital and further details can be found in our digital strategy published.

**11. What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?**

Please see above

**12. What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?**

<https://www.mkuh.nhs.uk/about-us/public-documents/annual-reports>

**13. Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years e.g., part of a 5-year plan?**

Digital transformation is responsibility of both the IT Department and wider overarching hospital boards. Details for our plans can be found in our digital strategy.

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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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