

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	Envoy by 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	Channel Type	Annual Volume	Cost Per Unit		
		SMS	461,000	0.04p variable by length of text		
		IVR / IVM	105,000			
		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	N				
Can Patients cancel or rearrange appointments using the reminder service?	Y/N	N				
When is the Appointment reminder contract due for review	Please state review date	March 2020				
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.	Providers Name	Annual Volume	Cost Per Unit		
		N				
When is the Hybrid Mail contract due for review	Please state review date	N/A				
Do you currently outsource your Friends and Family Test	Y/N – Please state the name of the provider	Yes via Envoy 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 /)	CHANNEL TYPE	Channel Type	Used (Y/N)	Annual Volume	Cost Per Unit
		SMS	Y		Estimated 300,000 outbound text messages per year. (A link to an online survey is sent out with the text and so the charge only applies to outbound texts.)	£0.04
		IVR / IVM	N			
		Agent Calls	N			
		Email	Y		Minimal usage - estimated <100 per year directly responding via this channel.	£0 (Survey Monkey account).
		Paper Based	Y		Around 2,250 responses per	£0.08

				month.	
		Tablet / Ipad	Y	Circa 400 responses per month.	N/A – licence costs of around £5k per year for five devices and unlimited responses.
When is the Friends and Family Test contract due for review	Please state review date	Not sure			
Do you use any other messaging? Pre-Op: Messages relating to what patients need to do pre-operation. Post-Op: Medication reminders, general advice. Key Patient Messages: Mental Health / Maternity support, Smoking cessation etc Broadcasts: bad weather / Incidents / appointment cancellations to staff and or patient	If used state: channel used, annual volume, cost per unit.	Service Type	Channel Type	Annual Volume	Cost Per Unit
		Pre-Op	N		
		Post-Op	N		
		Key Patient Messages	N		
		Broadcasts	N		
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)				
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)	Nina Stock, Outpatients Services Manager Nina.Stock@UHBristol.nhs.uk Paul Lewis, Patient Experience and Involvement Team Manager Paul.Lewis@UHBristol.nhs.uk			