



Ref: FOI-223 -202425-Clinical Data and Processes- RPA

Date: 9<sup>th</sup> July 2024

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear Mr/Ms

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

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) 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.

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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](http://www.ico.org.uk).

Yours,



**Rachel Montinaro**  
Data Security and Protection Manager - Records