

FOI_0809_2022-23 – FOI Request Concerning – Digital Transformation

1. Does the Authority Outsource its Patient Service Requirements (eg patient contact centre) and / or On-line Patient Portals, which may include / require the provision of staffing and / or the telephony systems used?

No. Therefore, Q2 to Q6 are not applicable.

2. If yes which services are outsourced and how many staff deliver each of these services?
3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?
4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?
5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?
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)?
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)?

We work as part of the ICB on any joined-up digital solutions across our geography of Hampshire and the Isle of Wight.

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?

£8.874m, 3.6%

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)?

The Authority does not provide Patient Transport

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))?

We are exiting from our current outsourced ICT provider CGI and transitioning to new outsourced suppliers, Exponential E and Atos and our new contracts will take effect from 28/12/22

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?

Digital technologies that help patients to stay safe in their homes while accessing high levels of healthcare within the community

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

	Unique Patients	Total Contacts (Annual Report figures)
2018-19	197948	1081971
2019-20	195392	1095897
2020-21	150165	976426
2021-22	181359	1013992

The Number of patient contacts has been provided as treatment is too vague for us to respond to. Not all contacts will equal treatment, i.e., an initial assessment would identify treatment required but it would not necessarily commence at that appointment. The number of unique patients has also been provided.

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 eg part of a 5-year plan?

This is a collective responsibility that sits under a governance structure known as the Digital Information Group and comprises of members from across multiple disciplines in the organisation including ICT, IT Director, Business Intelligence, Information Governance, Chief Clinical Information Officer, Chief Nursing Information Officer, Finance, Communications Dept., HR. This group is chaired by an interim Digital Advisor who reports into the CEO.

The Solent Digital Strategy was approved by the Trust Board in April 2022 and is therefore in its infancy. No specific budget has been allocated to the Digital Strategy as it pulls together a number of programmes already in flight, and any further funding will be on per business case basis.