Date:

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240415.

You requested the following information, please see our response below:

I am writing to you with an enquiry under the Freedom of Information act. Please may you answer the below questions:

- **Does your   rganization currently use Robotic Process Automation (RPA)/Intelligent Automation (IA) technology? If no:**

  No

- **Are you intending on exploring the possible implementation of RPA/ IA 24/25?**

No plans

- **Who would be the best point of contact within the   rganization to discuss RPA/AI with, and what are their contact details?**

We are unable to provide this information as it would contravene Data Protection.

If yes, please answer the following questions:
Programme Overview

  N/A

- **Which RPA/IA technology provider does your   rganization currently use?**
- **Who would be the best point of contact within the   rganization to discuss Robotic Process Automation/Intelligent Automation with, and what are their contact details?**
- **Which Executive Board member would be responsible for RPA/IA, and what are their contact details?**

- How many live automations do you have?

- How many departments do you have live automations in?
- Please list the names of the automations your rganization has live.
- Do you plan to expand the use of automation technologies in other areas of your rganization beyond those currently implemented?
- Do you develop automations in-house, or do you outsource development? If outsourced, which rganization do you outsource development to?
- What have been the main barriers or challenges your rganization has encountered in implementing automation initiatives?
- What are the primary reasons for implementing automation within your rganization? Please select from: cost reduction, improved patient care, efficiency improvement, error reduction.

Technology / Service Details

N/A

- How many licences are under your contract?
- What is your contract start date?
- What is your contract end date?
- Are your rganization's RPA/IA licences contracted directly with the technology provider, or via a 3rd party intermediary? If via an intermediary, what is the name of their rganization?
- What is your current annual spend with your supplier for RPA licences?
- What is your current annual spend with your supplier on external professional services to deliver RPA/IA?

Systems

- **Which EPR does your rganization use?**

  Cleric Computer Services Ltd

- **What is the contract end date of your EPR?**

  September 2024

- **Which PAS does your rganization use?**

  N/A

- **What is the contract end date of your PAS?**

  N/A

- **Which patient comms / appointment management tool does your rganization use?**

  N/A

- **What is the contract end date of your Patient comms / appointment management system?**

  N/A

- **What is your primary finance system?**

  Shared Business Services – Oracle

- **What is your primary inventory management system?**

  If IT equipment then Marval Service Manager

- **Which Cancer registry does your rganization use?**

  Not registered.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust