

## FOI 0304/2024 Request

1. Does your organisation currently use Robotic Process Automation (RPA)/Intelligent Automation (IA) technology? If yes, please answer the following questions:

yes

2. Which RPA/IA technology provider does your organisation currently use?

The Trust uses the following:

Microsoft Power Platform RPA: part of the Microsoft licensing

Medication Management Robotics: by Summerhill Services Limited (SSL), a wholly owned subsidiary of the Trust.

3. Who would be the best point of contact within the organisation to discuss Robotic Process Automation/Intelligent Automation with, and what are their contact details?

The Trust do not routinely release staff members personal information for those below a band 8c role.

We therefore rely on exemption Section 40 of the Freedom of Information Act 2000 to deny this aspect of your request.

4. Which Executive Board member would be responsible for RPA/IA, and what are their contact details?

Executive Director of Finance Dave Tomlinson - david.tomlinson5@nhs.net

5. How many live automations do you have?

2

6. How many departments do you have live automations in?

Medication Management Robotics :SSL Pharmacy

Microsoft Power Platform RPA: Trust wide

7. Please list the names of the automations your organisation has live.

Medication Management Robotics: Drug administration dispensary.

Microsoft Power Platform RPA: Password reset.

**8. Do you plan to expand the use of automation technologies in other areas of your organisation beyond those currently implemented?**

Yes, further into ICT and HR

**9. Do you develop automations in-house, or do you outsource development? If outsourced, which organisation do you outsource development to?**

Both in-house and with the company that supply the physical medication administration robot dispensary.

**10. What have been the main barriers or challenges your organisation has encountered in implementing automation initiatives?**

The limitations with Office 365 hosted on the central NHS tenant.

**11. What are the primary reasons for implementing automation within your organisation? Please select from: cost reduction, improved patient care, efficiency improvement, error reduction.**

Primary reason: Efficiency

**12. How many licences are under your contract?**

2

**13. What is your contract start date?**

01/04/2024

**14. What is your contract end date?**

31/03/2025

**15. Are your organisation'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 organisation?**

Part are contracted with the technology provider – Meds Management.  
Part are Microsoft

**16. What is your current annual spend with your supplier for RPA licences?**

£2015.02

**17. What is your current annual spend with your supplier on external professional services to deliver RPA/IA?**

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