

Our Ref: 259/2019  
July 2019

## Re: Your request made under the Freedom of Information Act 2000

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- 1) Do you use patient self-check-in kiosks at any of your sites?

**Yes**

- 2) Who is the supplier of these kiosks?

**Intouch**

- 3) Are the kiosks used for Outpatients services and if so, which specialties and sites are they available?

**The kiosks are used in the outpatient areas below:**

**Children's  
Ophthalmology  
Dermatology  
General Surgery  
General Medicine  
Urology  
Trauma and Orthopaedics  
Gynaecological and Women's  
Oncology  
Oral and Maxillofacial  
Breast Clinics**

**Sites are Doncaster, Bassetlaw and Montagu Hospitals**

- 4) If possible, please can you provide percentage utilisation (ideally per month and specialty since they were first installed) at the sites where the patient check-in kiosks are available? (i.e. number of people checked-in via kiosk out of total number of attendances at locations with kiosks)

**For April 18 to March 19, 379,601 Patients used the kiosks on all sites. 306,217 sessions were completed using kiosks with a usage of 81%.**

**Patients will also go directly to reception staff to be checked in.**

- 5) Do you monitor average outpatient journey time for patients, either by using PAS or kiosk data? (i.e. the time from patient arriving to patient leaving the hospital)

**No**

- 6) If so, please can you provide:

- a) The percentage of data completeness for patient check-out times?
- b) The average outpatient journey time for patients? (Ideally broken down by New and Follow-up appointments, and by site or specialty for 2018/19 or similar)