

Our Ref: 319/2019
September 2019

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

1) Any patient reminder services that you outsource

We use MJOG text reminder service for some services and we have commenced with a new provider of two way text messaging - Doctor Dr.

2) Any Friends and Family tests that you outsource

No

3) Any other patient communications outsourced services you use (for example, posted letters, Hybrid mail, broadcasts (appointment cancellations / traffic warnings) or any other communication types)

No

4) Staff broadcasts (vacant shifts, weather or traffic notifications)

We use established internal communications channels including the intranet, all staff emails, internal staff Facebook groups and the staff email bulletin.

For the above 4 things please provide the following information: **N/A**

- a) Name of supplier (if internal system please put Internal)
- b) Annual volumes sent
- c) Cost per unit
- d) Any monthly service charges associated with the service
- e) Contract review dates
- f) name and position of the person within the trust responsible for implementation and ongoing running of the service