

Request under Freedom of Information Act 2000

**Request Ref: NGFOI 19/20: 170**

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 26/06/2019.

I am pleased to be able to provide you with the following information:

*1. Does your organization presently use and/or endorse a RPA/IA to automate manual, rule-based processes?*

**Yes**

*If the answer is NO -*

*1.1 Is RPA/IA something that the organisation would consider (within the next 2 years) as a way of supporting reduced human resource capacity & to improve repeatable business outcomes?*

*1.2 If the organisation is not considering RPA technology - is there a reason why this is not being considered?*

- . Perceived expense
- . Concerns about how existing administrative staff would accept this
- . This is the first time we have heard about RPA/ IA
- . Other reason ( please feel free to comment )

*1.3 If the answer is YES - RPA/IA is currently being used in the organisation - could you please detail –*

*1.3.1 The system type/name/supplier –*

**EMIS for pharmacy coupled with the robotic system, Pathology blood track by Roche, Alfresco RTT and time tracking software.**

*1.3.2 What it is used for (or has been used for) and by what department –*

**A robotic drugs stock management system in Pharmacy and an automated blood track in pathology. We have developed our own RTT management and time tracking solution using Alfresco workflow.**

*1.3.3 How did the existing human workforce react to tasks being replaced by automation?*

- . Good, they welcome the changes
- . Bad, they felt threatened
- . Indifferent
- . Not sure - no feedback
- . Other - please comment

**Pharmacy and Pathology solutions have been in place for a long time, there are no records of staff reactions to these implementations.**

**The RTT management too has been created with the relevant team to enable them to increase efficiency and patient safety by focussing on the most important and value add transactions.**

*1.3 4 When did your RPA/ IA system come into use and when does the contract expire?*

**Pharmacy procured in 2013 to replace a previous pharmacy robot, contract renewed recently until 2026.**

**Original pathology track replaced in 2015 and on contract until 2023.**

**RTT developed locally and not license based.**



*1.3.5 How much does this new technology cost the organisation & if applicable, how many robots are employed?*

**Your request for this information has been given careful consideration. However, the Trust is not able to give you the information because it is exempt from disclosure under Section 43(2) Commercial Interests. To provide the information as requested, would be disclosing information which is commercially sensitive and could endanger the commercial interests of the Trust.**

**1 x robot**

*1.3.6 Has there been any analysis of the system, (&/or case studies) to demonstrate any benefits so far- either operationally, financially or as regards patient safety/management?*

**Projects were to replace existing robotic solutions, business cases were replacement based and additional resources would have been required if robotic solutions were not replaced. No case studies written for these projects as they were swap out projects. The RTT solution has only just been deployed and we are not yet in a position to measure benefits.**

*2. Who is the main person(s)/ decision maker (s) or team - who would probably be responsible (or is responsible) for the decision to use RPA/IA in your organization? - Name/title/ contact details*

**Head of Clinical Systems**

**It is not Trust practice to divulge the details for staff members below board level, however, we would be happy to forward on correspondence on your behalf.**