



Kent and Medway
NHS and Social Care Partnership Trust
Information Governance & Records Management Department

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Aylesford
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ME20 6WT

Sent via email

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 43278 under the Freedom of Information Act 2000 regarding:-

Robotic Process Automation / Intelligent Automation Technology

Your request is set out below:

- Does your organisation currently use Robotic Process Automation (RPA)/Intelligent Automation (IA) technology?

No

If no:

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

Yes

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

In order to ensure that staff are able to fully meet their organisational public duties, personal contact details for individuals are exempt from release under section 36 (conduct of public affairs) Freedom of Information Act 2000, and both the public interest test, and prejudice test enable the organisation to engage this exemption in this instance. For further information about how to contact the organisation please see our website at [KMPT | Contact us](#)

If yes, please answer the following questions:

Programme Overview – N/A

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

- Which RPA/IA technology provider does your organisation currently use?
- 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?
- 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 organisation has live.
- Do you plan to expand the use of automation technologies in other areas of your organisation beyond those currently implemented?
- Do you develop automations in-house, or do you outsource development? If outsourced, which organisation do you outsource development to?
- What have been the main barriers or challenges your organisation has encountered in implementing automation initiatives?
- What are the primary reasons for implementing automation within your organisation? 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 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?
- 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 organisation use?

Rio

- What is the contract end date of your EPR?

03/06/2025

- Which PAS does your organisation use?

N/A

- What is the contract end date of your PAS?

N/A

- Which patient comms / appointment management tool does your organisation 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 (SBS)

- What is your primary inventory management system?

N/A

- Which Cancer registry does your organisation use?

N/A

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department