



Our Reference:  
Your Reference:

04 July 2022

Insert Address

Dear [REDACTED]

### Request for Information

I write further to your request FOI ID 31720 under the Freedom of Information Act 2000 regarding:-

Robotic Process Automation (RPA)/Intelligent Automation technology

Your request is set out below:

1. Does your organisation currently use Robotic Process Automation (RPA)/Intelligent Automation technology?  
**No**
2. Are you intending on exploring the possible implementation of RPA technology in 22/23?  
**Yes**
3. Who would be the best point of contact within the organisation to discuss Robotic Process Automation with, and what are their contact details?  
**Shawn O'Flanagan – 01795508200**
4. Which EPR does your organisation use?  
**RIO**
5. Which PAS does your organisation use?  
**KMPT do not currently use PAS System**
6. Which patient communication (appointment management tool) does your trust use?  
**KMPT use RIO to manage appointments and bespoke text messaging system, however, we have recently purchased T-Pro eClinic manager and are in the process of rolling this out across the organisation.**

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.

**We are proud to be smoke free**

Trust Chair – Dr Jackie Craissati  
Chief Executive – Helen Greatorex

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