



**Kent and Medway**

**NHS and Social Care Partnership Trust**

**Information Governance & Records Management Department**

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Dear [REDACTED]

### **Request for Information**

I write further to your request FOI ID 33028 under the Freedom of Information Act 2000 regarding:-

Digital Contracts

Your request is set out below:

1. Does the Authority Outsource its Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used?

**KMPT do not outsource Customer Service/Helpline Service requirements. The provision of telephony is contracted via 8x8.**

2. If yes which services are outsourced and how many staff deliver each of these services?

**N/A**

3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?

**N/A**

4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?

**N/A**

**We are proud to be smoke free**

Trust Chair – Dr Jackie Craissati  
Chief Executive – Helen Greatorex

5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?

**N/A**

6. What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?

**N/A**

7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?

**KMPT work as part of the Kent & Medway ICB where all procurement lead in each of the Trusts meet regularly to discuss opportunities for collaboration.**

8. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?

**Overall efficiency target is £7m, this equates to 3% of Operating expenditure.**

9. Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?

**KMPT do not hold any contracts with Transport Providers, the contact for transport is held by ICS you will need to contact ICS directly to obtain any information relating to transport contracts.**

10. Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?

**KMPT work as part of the Kent & Medway ICB and as such initiative across the area for patients form part of the ICB strategy for Digital.**

11. What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?

**More automation to reduce duplication and Digital technology to support digital interventions in providing mental health care.**

12. What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?

Year	Total number of patients
2018/2019	47997
2019/2020	53312
2020/2021	53241
2021/2022	57557

13. Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years eg part of a 5-year plan?

**Budget for capital spend on IT and Digital Transformation in 22/23 is £2.4m, and Revenue budget is £448k where Michele Curtis, Acting Director of IT, who can be contacted on 01795 508200.**

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