

**Reference Number:** FOI202223/181  
**From:** Commercial  
**Date:** 18 July 2022  
**Subject:** Outsourcing of Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used; suppliers used and contract information

- Q1 Does the Authority Outsource its Customer Service Requirements / Helpline services which may include the provision of staff and / or the telephony used?
- A1 No
- Q2 If yes which services are outsourced and how many staff deliver each of these services
- A2 Not applicable, as per A1 above
- Q3 If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?
- A3 Not applicable, as per A1 above
- Q4 What is the contract start and expiry date (if multiple contracts exist please specify for each)?
- A4 Not applicable, as per A1 above
- Q5 Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?
- A5 Not applicable, as per A1 above
- Q6 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)?
- A6 Not applicable, as per A1 above
- Q7 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)?
- A7 No
- Q8 Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?
- A8 Yes, £14.5m which equates to 4.4%
- Q9 Does the Authority provide in-house or outsource Patient Transport Services (if yes

please specify contract start / end date inc extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?

A9 In House

Q10 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))?

A10 Yes - HealthCare Comms who will provide digital letters and SMS messaging

Q11 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?

A11 The Freedom of Information Act 2000 (FOIA) gives rights of public access to information held by public authorities; this information is not held in recorded format.

Q12 What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?

A12 Analysis Period: 1st April 2018 - 31st March 2022

	2018-19	2019-20	2020-21	2021-22	Total
<b>Accident and Emergency Department Attendances</b>	69592	68133	48176	77540	<b>263441</b>
<b>Attended Outpatient Appointments</b>	241161	258602	235447	288784	<b>1023994</b>
<b>Admissions</b>	43609	43033	32190	43795	<b>162627</b>
<b>Total</b>	<b>354362</b>	<b>369768</b>	<b>315813</b>	<b>410119</b>	<b>1450062</b>

Q13 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?

A13 Leila Brown; Associate Director for Digital Transformation, [Leila.Brown@alderhey.nhs.uk](mailto:Leila.Brown@alderhey.nhs.uk)