

Reference Number: FOIAH2324/641
From: Private Individual
Date: 14 February 2024
Subject: Patient Portal Supplier

A Patient Engagement Portal is a digital way for trusts to communicate with patients, allowing patients to do things such as:

- * View/confirm/cancel/change appointments digitally
- * View their appointment letters digitally
- * Send patients SMS reminders of appointments
- * Complete questionnaires digitally (such as pre/post operative assessments; PROMs/PREMs)
- * View self help information relating to their care pathway

Q1 Does your trust have a 'Patient Portal / Patient Engagement Portal (PEP)'?

If yes:

- * Who is the current provider?
- * What is the name of the current solution?
- * What is the start and end date of the contract?

A1

- Yes
- Healthcare Communications, in-house at Alder Hey and Mindwave
- Alder Hey Anywhere
- 1st June 2023 - 31st May 2024

Q2 If no:

- * Are you planning to procure a 'Patient Portal / Patient Engagement Platform (PEP)'
- * If yes, when are you looking to go out to market and by what route?

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A2 Not applicable as per A1.