

Our Ref: 61970

7 October 2019

southseftonccg.foi@nhs.net

NHS South Sefton CCG

Merton House
Stanley Road
Bootle
Merseyside
L20 3DL

Tel: 0151 317 8456

Email: southsefton.ccg@nhs.net

Re: Freedom of Information Request

Please find below the response to your recent Freedom of Information request regarding Patient communications within NHS South Sefton CCG.

Request/[Response](#):

1. Do you use a Patient Appointment reminder service
2. What channels do you use to remind patients about their appointments?
3. Do you currently offer a 'blended' appointment reminder service (use various channels until you reach a patient)?
4. Can Patients cancel or rearrange appointments using the reminder service?
5. When is the Appointment reminder contract due for review
6. Do you currently use Hybrid Mail? (electronic patient notifications that, via a link, directs to an online portal to retrieve letters, notifications etc)
7. When is the Hybrid Mail contract due for review
8. Do you currently outsource your Friends and Family Test
9. What Channels do you currently use for Friends and Family Test
10. When is the Friends and Family Test contract due for review
11. Do you use any other messaging?
12. Do you pay any other fees (Monthly service charge etc) for any of the services mentioned above?
13. Please provide the name and role of the person(s) responsible for the implementation and continued running of the services mentioned above

[For questions 1-13 – NHS South Sefton CCG does not obtain Patient Appointment reminder services on behalf of provider organisations.](#)