



## **Dorset Clinical Commissioning Group**

Ref: FOI 063

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2 July 2019

Dear Requestor

### **Request made under the Freedom of Information Act 2000**

On 21 June 2019 you sent a request, made under the Freedom of Information Act, relating to Intelligent Automation and Robotic Process Automation. I now provide this information as an attachment.

I trust that this is the information you require and that your request has been fully discharged.

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Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are unhappy with this response, you are entitled to request an internal review of our decision, handled where possible by a member of staff not directly involved in the initial decision. If you wish to request such a review, please write direct to the Data Protection Officer, NHS Dorset, Ground Floor, West Wing, Vespasian House, Barrack Road, Dorchester DT1 1TG. We aim to deal with requests for internal review within three weeks of receipt, although where the issues involved are very complicated this period may be extended up to a total of six weeks.

If you have queries about this response, please do not hesitate to contact me quoting the above reference number.

Yours sincerely

***Signature Removed***

**Paddy Baker**

Data Protection Officer

NHS Dorset Clinical Commissioning Group

**Reference: FOI 063**

**Q1:**

Does your organization presently use and/or endorse a RPA/ IA (*description of this detailed above*) to automate manual, rule-based processes?

**Response:**

Yes, we do.

NHS Dorset CCG does use and endorse RPA/ IA to automate manual, rule-based processes.

If the answer is **NO** –

**Q1.1:**

Is RPA/IA something that the organisation would consider (within the next 2 years) as a way of supporting reduced human resource capacity, drive efficiency & to improve repeatable business outcomes?

**Response:**

Not Applicable.

**Q1.2:**

If the organisation is **not** considering RPM – is there a reason why this is not being considered?

- Perceived expense
- Concerns about how existing administrative staff would accept this
- This is the first time we have heard about RPA/ IA
- Other reason (please feel free to comment)

**Response:**

Not Applicable.

If the answer is **YES** –

**Q1.3:**

RPA/IA is **currently being used** in the organisation - could you please detail –

**Q1.3.1:**

The system type/name/supplier

**Response:**

Microsoft Azure Logic Apps, Flow & Bot Services, custom bots are also being developed and hosted in Azure.

**Q1.3.2:**

What it is used for (or has been used for) and by what department, examples below –

**Response:**

- ✓ Out Patients clinics

Under development at this present time

- Data Migration

- Waiting Lists

- ✓ Referral to Treatment times, (RTT)

Under development at this present time

- ✓ Other (please comment) –

Bots are being used by the workforce to answer questions about acronyms, and internal policies and procedures. Workflows and automation are also being used by several teams for approval processes.

**Q1.3.3:**

How did the existing human workforce react to tasks being replaced by automation?

**Response:**

- ✓ Good, they welcomed the changes

- Bad, they felt threatened

- Indifferent

- Not sure – no feedback

- Other – please comment

**Q1.3.4:**

When did your RPA/ IA system come into use and when does the contract expire?

**Response:**

The first Bot went live on the 26 October 2018 and our Microsoft Enterprise license agreement renews each year on the 31<sup>st</sup> June.

**Q1.3.5:**

How much does this new technology costs the organisation and how many robots do you use &/or processes run?

**Response:**

In the last 12 months all bots have cost the organization £2,557.76, however the savings made by just one bot saved £44,000 in user time for the same period so it costs the organization -£41442.24 (other flows are still being costed at this present time).

We have 4 bots and 100+ automated flows at the time of writing, and this is increasing by one or two flows per day.

**Q1.3.6:**

Has there been any analysis of the system, (&/or case studies) to demonstrate any benefits so far- either operationally, financially, managerially or in any other capacity?

**Response:**

Yes, the first bot for the contracts team was the proof of concept and user time/financial costs were measured from the initial development meeting through to go live. The resulting saving of £44,000 was the result of the user time saved over a 12-month period.

**Q2:**

Who is the main person(s)/ decision maker (s) or team – who would probably be responsible (or is responsible) for the decision to use RPA/IA in your organisation - Name/title/ contact details

**Response:**

The main AI/Automation Specialist/Influencer:

Paul Wyman

Senior Infrastructure Engineer Artificial Intelligence and Intelligent Automation Specialist

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Stephen Slough

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