

# Communication Appointment Reminder Alert Services 2

Reference: SBS/17/DT/WFD/9090

## PROVIDING AN EFFECTIVE RANGE OF COMMUNICATION METHODS TO PATIENTS AND STAFF

### When does it start?

1st September 2017 to 30th November 2021

### Who can take advantage?

NHS and Public Sector organisations, especially local authorities

### Benefits of using this agreement

#### BESPOKE SERVICE

Organisations can specify their exact needs and tailor services to get best value and 'fit'.

#### BUNDLED SERVICE EFFICIENCY

Opportunity to bundle service areas together to deliver efficiency and enhance savings.

#### CONTRACT MANAGEMENT

Supplier performance, customer satisfaction and spend against this contract are monitored on an ongoing basis by NHS SBS.

#### COST AVOIDANCE

No need to run complex procurements in-house.

#### INNOVATION

Opportunity to access innovative solutions and products through suppliers known for technological advancements.

#### MINI COMPETITION

Opportunity to meet the bespoke requirements of each organisation and drive down pricing.

#### PRE-EMPLOYMENT CHECKS

Are undertaken to verify interpreter qualifications, language ability, employment references and basic/enhanced DBS checks.

#### SUPPLIER SPECIALISATION

LOTS broken down into separate areas to increase specialities of the suppliers.

### About this Framework Agreement

#### Lot 1- SMS Managed Service

This method is the most common due to the increasing use of text messages – especially with younger people, who are most likely to forget about appointments.

#### Lot 2- Managed Email Solutions

This method is intended for personal computers and hand held devices such as smart phones. This service has all the functionality of the text message service while having none of the character limits.

#### Lot 3- Interactive Voice Response (IVR) System

This method uses secure IVR messaging via mobile and landline phones.

#### Lot 4- Agent Calls

This method uses decentralised remote agents to make outgoing calls only. This may include short term call offs and the use of temporary agents to cover fluctuations in demand.

#### Lot 5- Hybrid Mail

This method allows for mail to be sent from an on or off site location to be printed and sent using digital data

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## Lot 6- Internet Communication

This method allows for communication through online services such as smartphone applications.

### Lots and Supplier Details

Lot	Description	Suppliers
Lot 1	SMS	Healthcare Communications UK Ltd, Netcall Telecom Ltd, OpenMarket, Soft Option Technologies, SRCL, Storacall Technology Ltd (ta X-on), Textlocal, Wirefast Limited
Lot 2	Email	DrDoctor, Healthcare Communications UK Ltd, Netcall Telecom Ltd, OpenMarket, SRCL, Synertec Limited
Lot 3	IVR	Healthcare Communications UK Ltd, OpenMarket, Netcall Telecom Ltd, SRCL, Storacall Technology Ltd (ta X-on),
Lot 4	Agent Calls	Healthcare Communications UK Ltd, SRCL, Stellar Europe LLC
Lot 5	Hybrid Mail	CFH Docmail Ltd, Healthcare Communications UK Ltd, MBA Group Limited, Royal Mail Group, Paragon Customer Communications, SRCL, Synertec Limited
Lot 6	Internet Communication	Healthcare Communications UK Ltd, Netcall Telecom Ltd, OpenMarket, Soft Option Technologies, SRCL

Find out more  
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