

PRESS RELEASE

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Telephonetics VIP saves Sheffield Teaching Hospitals Trust £1m by Reminding Patients to Attend

Telephonetics VIP, the speech recognition and voice automation specialist, has helped Sheffield Teaching Hospitals NHS Foundation Trust ("The Trust") save an estimated £1 million per annum following the introduction of its [Remind+](#) software system by improving the Trust's DNA rate - patients that 'Did Not Attend' appointments.

The Trust provides over one million appointments each year at an average cost of £101 per appointment and it recognised it had to address the problem it was experiencing with DNAs. The Trust considered a number of software solutions and found Telephonetics VIP's [Remind+](#) to be the most cost-effective and flexible in the market. After five weeks of using [Remind+](#), the Trust had identified such significant savings that the solution had already paid for itself.

Paul Harriman, Assistant Director, COO Directorate at Sheffield Teaching Hospitals, commented:

"We are using [Remind+](#) in 60 departments to contact over 3,000 patients each day. During a single six week campaign, [Remind+](#) called 48,000 patients: 1,561 patients responded that they would not attend, allowing those appointment slots to be available for reallocation to other patients and saving over £157,000. This fantastic return on investment is underscored by the fact that the Trust owns the solution and we can go on to deploy as many reminder campaigns as we wish without further costs. Presently, we are working towards a 30% DNA reduction, which should save the Trust £1 million per year."

DNAs are a well publicised and serious problem across the NHS, costing over half a billion pounds per annum and increasing waiting times for other patients. In a speech on Smarter Government on 7 December 2009, Prime Minister Gordon Brown emphasised that the NHS should utilise technology to remind patients of appointments to meet budget and efficiency targets. Mr Brown said: "[This will] help to save on the £600 million annual cost to the NHS of missed appointments - the equivalent of over 13 thousand nurses".

Dave Amps, Director of Customer Solutions Architecture at [Telephonetics VIP](#), said: “[Remind+](#) uses automated telephone calls in combination with other media such as SMS and email, to remind the patient to attend their appointment, just like an ordinary SMS or postal reminder. However, a critical advantage of [Remind+](#) is the ability to gather information on the patient’s intention to attend, re-book or cancel the appointment. This enables the Trust to rebook appointment times which become available again and consequently helps to reduce waiting lists while improving DNA rates, as well as using hospital staff and resources more efficiently.”

Further information on Remind+ can be found at www.telephoneticsVIP.co.uk/health including a full case study on Sheffield Teaching Hospitals, or call 01442 242 242 and say “Remind+”.

Notes for Editors:

TELEPHONETICS PLC

Telephonetics plc (TPH.L) is a UK-based speech recognition solutions company. The Group was listed on the London Stock Exchange’s AIM market in July 2005.

Telephonetics VIP, which is part of Telephonetics plc, is a leading provider of speech recognition and voice automation solutions.

Offering diverse automation solutions and deployed across 20,000 telephony channels, [Telephonetics VIP](#) uniquely processes over 35 million minutes of speech recognition per annum, via its carrier-class resilient platform in both hosted and customer premises solutions.

Drawing on over 16 years of understanding how people interact over the telephone, [Telephonetics VIP](#) offers a range of customer-focused solutions, covering even the most demanding environments, and delivering real business benefits to all its customers.

With innovative solutions for speech self-service, mobility, outbound messaging, emergency notification and business continuity, [Telephonetics VIP](#) has built a large customer base. This includes 80% of the major UK multiplex cinemas, nearly 60% of the NHS acute health trusts, more than 50 local councils and emergency service operations, along with significant financial and legal company representation.

About [Sheffield Teaching Hospitals NHS Foundation Trust](#)

<http://www.sth.nhs.uk/>

Sheffield Teaching Hospitals NHS Foundation Trust manages the five NHS adult hospitals in Sheffield, looking after and running the Northern General, Royal Hallamshire, Jessop Wing, Weston Park and Charles Clifford hospitals.

Sources:

<http://www.number10.gov.uk/Page21633> reference Gordon Brown quote.

Sheffield Teaching Hospitals NHS Foundation Trust reference statistics and figures on savings and use of Remind+.

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