



# Robotic Process Automation – an overview

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The HFMA programme

## ***Delivering value from digital technology***

Digital benefits for patient facing, clinical administration and background tasks

[Link here](#)

The HFMA Digital council oversee:

- Education
- Briefings
- Case studies – including the ***case study on RPA***
- Resource Map



# What is RPA?

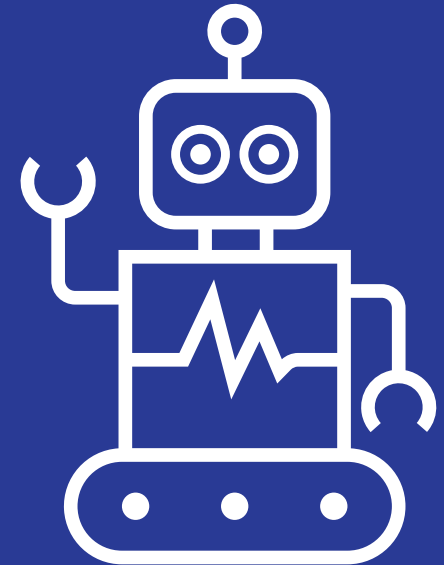


Computer software that does repetitive tasks, based on a series of rules, mimicking human actions.

A virtual worker, a virtual assistant or 'bot'

What is it not....?

- Artificial intelligence
- Machine learning

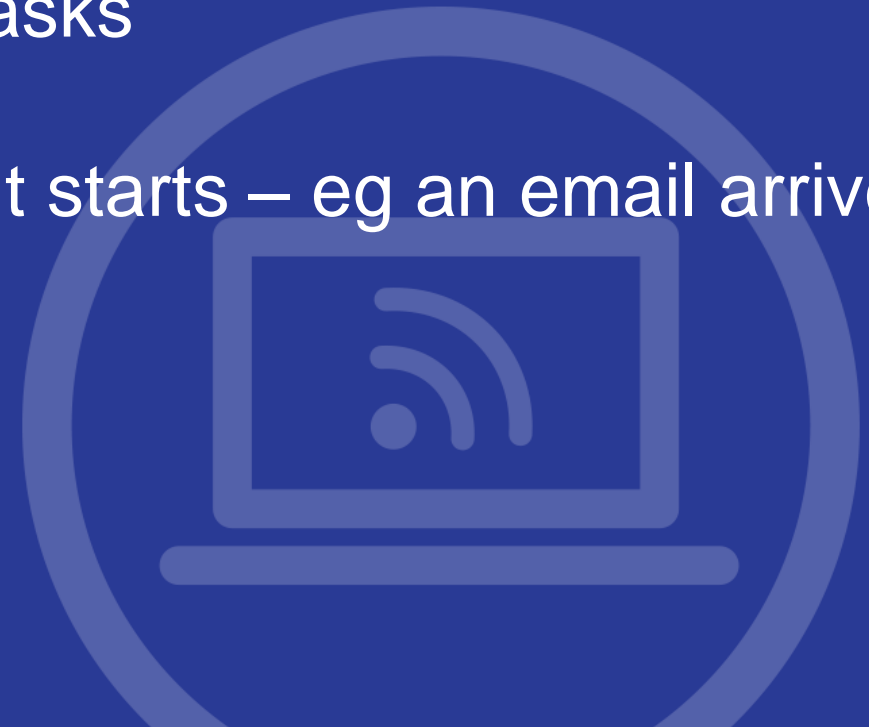


# Benefits of RPA



Proven to save time and money:

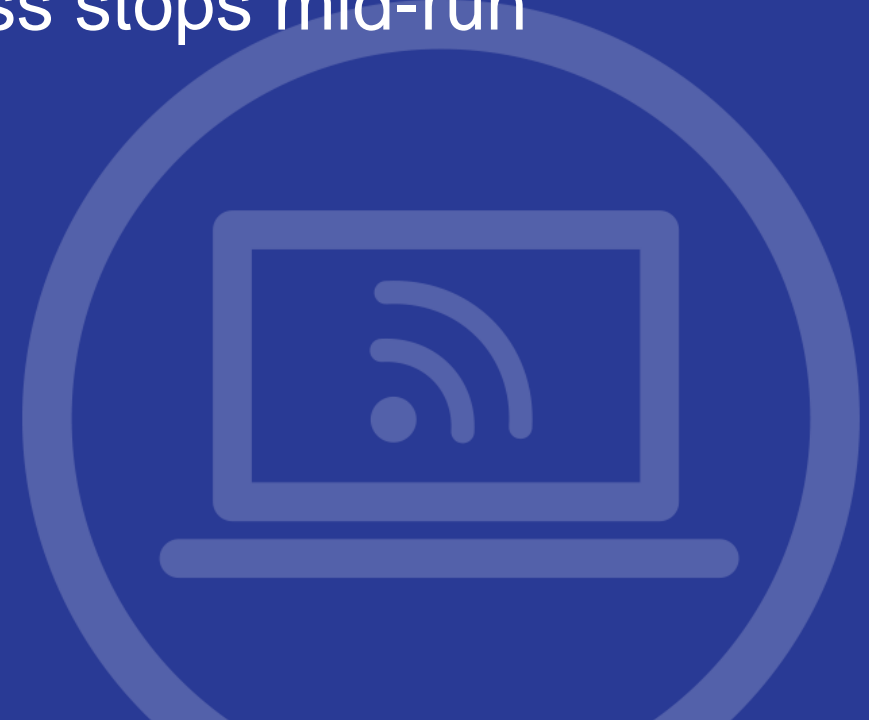
- Super-fast
- Super reliable – can't make a mistake
- Frees employees from monotonous tasks
- Works 24/7 if you want it to
- Can wait for things to happen before it starts – eg an email arrives to trigger the process
- Fully auditable



# Factors of RPA (not drawbacks...)



- Set it up carefully – precision is key
- Need time to make sure everything is working precisely
- Build in item for websites to load/systems to open and log in
- Need appropriate back-ups for process stops mid-run
- Cost to setting it up initially
- Licence cost
- Needs monitoring and updating



# How does RPA work?



User case = a narrative of what is wanted

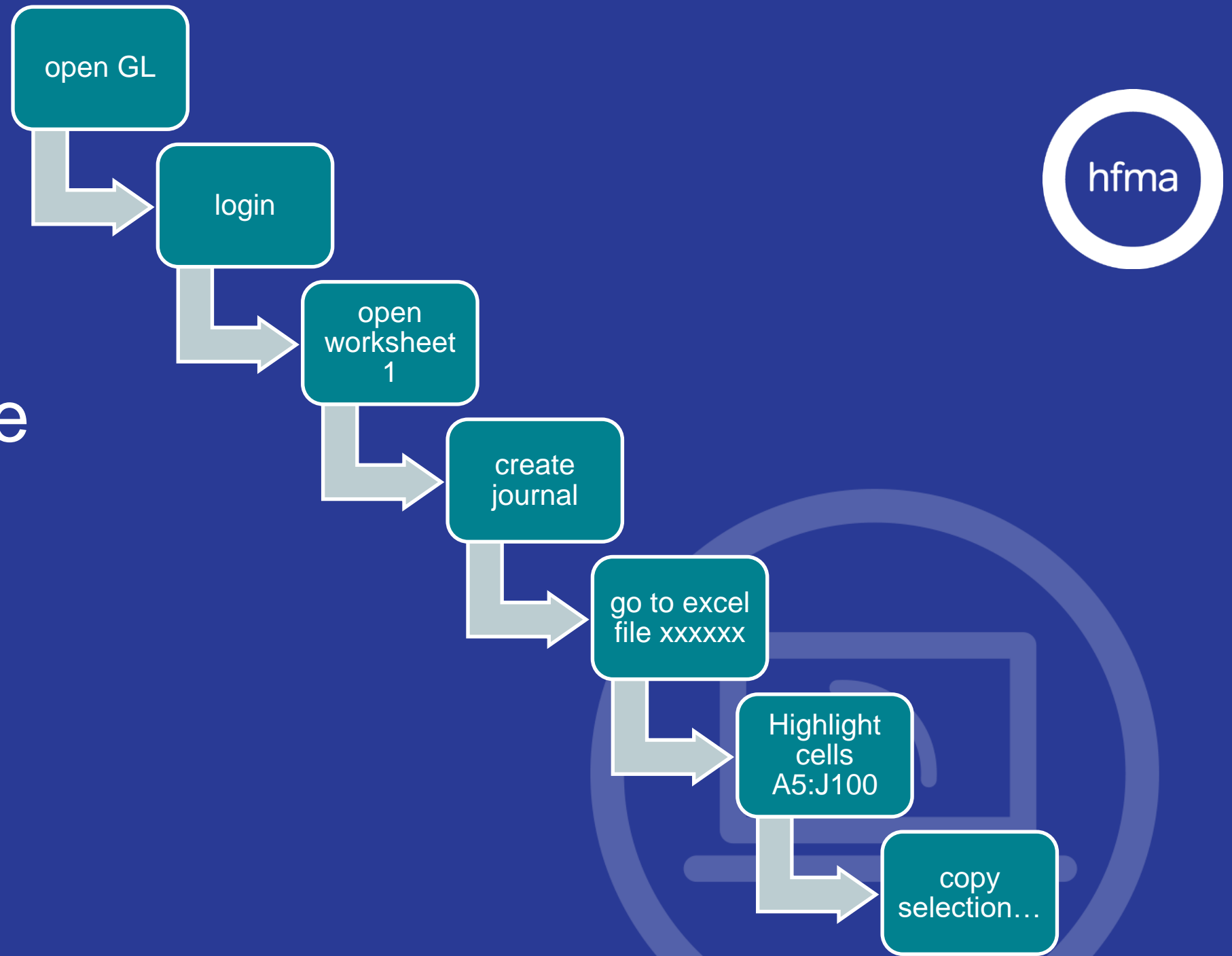
For example:.....

Programming language gives the bot a clear set of rules

Bot does what it has been told, as often and continually as you have told it to



# User case example



# Case Studies



## Finance

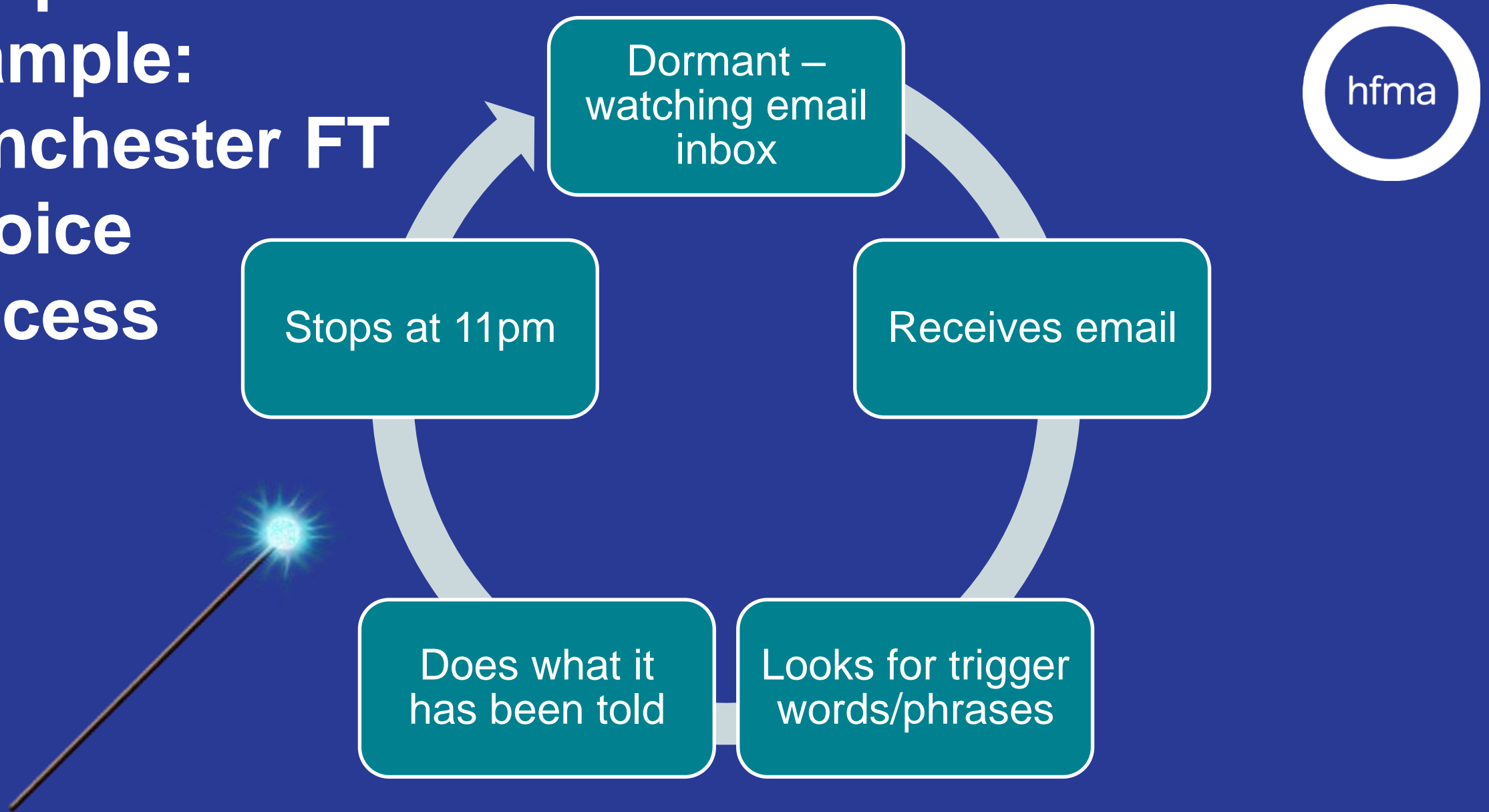
- Manchester FT
- Cheshire and Merseyside ICS
- Cambridgeshire and Peterborough ICS

## Patient facing

- Calderdale and Huddersfield FT
- Leeds Teaching Trust

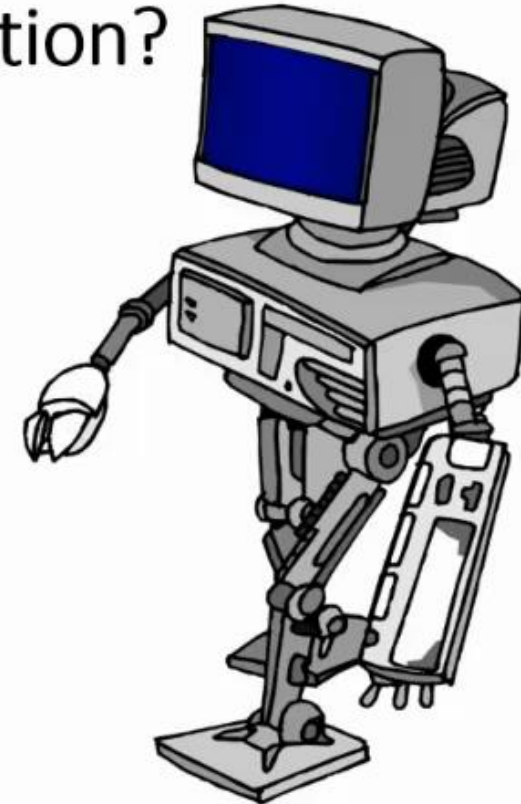


# The process - example: Manchester FT invoice process



## What is Robotic Process Automation?

- System agnostic
- Performs set transactional processes ad nauseum
- Follows clearly defined decision pathways – does not make any independent judgements – its not AI
- Will work 24/7, trigger by an agreed action or working to a time schedule
- Follows a process chronologically – does not multitask
- Can perform transactional tasks many times quicker than human workers within the limits of the digital system it interact with



Edd Berry

# Patient facing example – community healthcare



Community system



Hospital EPR



GP system



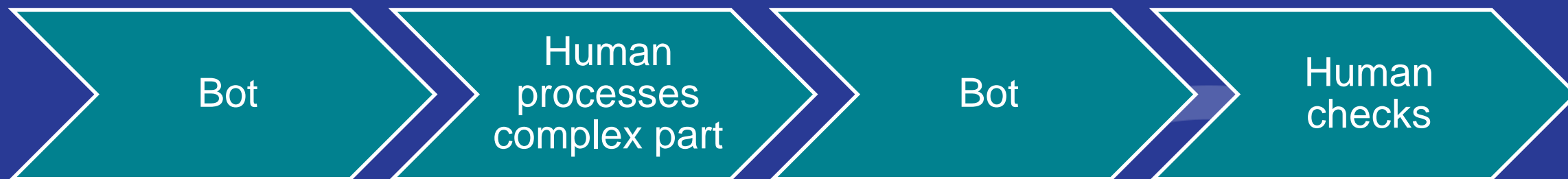
## *Impact on staff*



- Concern
- Interested
- Involved
- Acceptance
- Variety of tasks
- Being more value added!



# *Impact on staff*





**Any questions**

