

FOI Request Response information

FOI request reference:	2018/105
Date request received:	12/04/2018
Date request responded to:	15/05/2018
Category:	Corporate
Tags:	Friends and family, test, patient, survey, outpatient, community, supplier, costs, spend,

Request Detail:

Please provide details of the patient experience surveys and measurements in place:

1. Do you have a monthly target response rate targets set for your The Friends and Family Test? If so please indicate on the table below

FFT Area	Response Rate Target	Current Response Rate
Outpatient		
Admissions		
Daycase		
Emergency Dept		
Community		
Maternity (Birth)		
Other: (please state)		

2. What survey channels do you use to ask The Friends and Family Test?

Survey Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text			
IVR/IVM			
Agent calls			

Online surveys			
Paper			
Kiosk			
Other: (please state)			

3. How do you promote The Friends and Family Test to patients?

Adhering NHS England compliance

- 4. When surveying patients by text, how do you ensure there is no charge to the end user to respond?
- 5. Are you using a dedicated short code for your text messaging patient feedback?

Supplier details

- 6. The Friends and Family Test suppliers of the above services:
- 7. Expected contract length?
- 8. Contract review date:
- 9. Details of the implementation costs and on-going support costs:
- 10. Any other associated costs to The Friends and Family Test?
- 11. Details of the processes followed to procure The Friends and Family Test?
- 12. Details of the channels used to publish notification of procurement for The Friends and Family Test?

Local surveys

- 13. Does the Trust carry out local surveys? (please circle) YES NO (move to question 16)
- 14. What survey channels do you use to carry out local surveys? (please circle all that apply)

Survey Channel	Is this channel used? Y/N	Volume	Cost per unit
SMS			
IVR/IVM			
Agent calls			
Online surveys			
Paper			
Kiosk			
Other: (please			

state)			
--------	--	--	--

15. How often does the Trust carry out local surveys? (please circle)

Monthly

Quarterly

Annually

No local surveys

16. If not, does the Trust intend to in the future?

17. If Local surveys are outsourced, what supplier(s) is used?

18. Expected contract length?

19. Contract review date?

20. Details of the implementation costs and on-going support costs:

21. Details of any other costs associated to carrying out Local surveys?

22. Details of the processes followed to procure Local surveys?

23. Details of the channels used to publish notification of procurement for local surveys?

Response Detail:

The Trust response to your recent FOI request can be found in the attached pdf document.

Please click on the paperclip symbol, on the left hand toolbar, to see additional attachments.