

Freedom of Information Request - 4091

Hi,

Please see the Freedom of information request about patient experience surveys at your hospital. 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

<i>FFT Area</i>	<i>Response Rate Target</i>
<i>Outpatient</i>	20%
<i>Admissions (Inpatients)</i>	40%
<i>Day case</i>	40%
<i>Emergency Dept</i>	20%
<i>Community</i>	20% (as per outpatients)
<i>Maternity (Birth)</i>	40%
<i>Other: (please state)</i>	

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

<i>Survey Channel</i>	<i>Is this channel used? Y/N</i>
<i>Text</i>	N
<i>IVR/IVM</i>	N
<i>Agent calls</i>	N
<i>Online surveys</i>	N
<i>Paper</i>	Y
<i>Kiosk</i>	N
<i>Other: (please state)</i>	N

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

Website
 In person
 Posters
 Patient bedside folders/hospital literature
 Patient Experience Assistants and Volunteers used to promote
 Summary of response rate and scores shared across Trust on monthly basis

Adhering to NHS England compliance

4. When surveying patients by text, how do you ensure there is no charge to the end user to respond?

N/A

5. Are you using a dedicated short code for your text messaging patient feedback?

N/A

Supplier details

6. The Friends and Family Test suppliers of the above services:

N/A

7. Expected contact length

N/A

8. Contract review date

N/A

9. Details of the implementation cost and on-going support costs

N/A

10. Any other associated costs to The Friends and Family Test?

Managed in house

11. Details of the processes followed to procure The Friends and Family Test?

N/A

12. Details of the channels used to publish notification of procurement for The Friends and Family Test?

N/A

Local Surveys

13. Does the Trust carry out locals surveys?

Yes

14. What survey channels do you use to carry out local surveys?

Survey Channel	Is this channel used? Y/N
<i>SMS</i>	<i>N</i>
<i>IVR/IVM</i>	<i>N</i>
<i>Agent calls</i>	<i>N</i>
<i>Online surveys</i>	<i>Y</i>
<i>Paper</i>	<i>Y (IN HOUSE)</i>
<i>Kiosk</i>	<i>N</i>
<i>Other: (please state)</i>	

15. How often does the Trust carry out local surveys?

Monthly

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

N/A

17. If local surveys are outsources, what suppliers(s) is used?

N/A

18. Expected contract length?

N/A

19. Contract review date?

Survey Monkey (online) March 2019

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

N/A

21. Details of any other cost associated to carrying out local surveys?

N/A

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

N/A

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

N/A