

Freedom of Information Act 2000 disclosure log entry

Reference

22-23457

Date response sent

24/03/23

Subject

Digital Communications with Patients

Details of enquiry

Do you use any applications or tools to communicate with your patients digitally?

I am interested in all aspects of patient communication, but particularly:

1. Pre- and post-operative communication
2. eConsent
3. Outpatients
4. Patient engagement at home
5. Patient satisfaction
6. Please advise of
 - a. the individual(s) (name and/or job title) with responsibility for developing digital communications with patients
 - b. the suppliers presently providing such software solutions and contract values
 - c. the contract award date and renewal date for such services

Response sent

1. Pre- and post-operative communication
Not applicable. We are not an acute Trust and do not provide surgical procedures nor post operative care
2. eConsent
No
3. Outpatients
No
4. Patient engagement at home
No
5. Patient satisfaction
Yes
 - a. the individual(s) (name and/or job title) with responsibility for developing digital communications with patients
The procurement Manager – procurement@tavi-port.nhs.uk
 - b. the suppliers presently providing such software solutions and contract values
Qualtrics: Total annual contract value: £20,063.20
 - c. the contract award date and renewal date for such services
Contract award date: 01/11/22
Renewal date: 01/11/23