

Freedom of Information Act 2000 disclosure log entry

Reference

16-17250

Date sent

9/12/16

Subject

Patient Experience Surveys & Measures in Place

Details of enquiry

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?
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?
4. How many patients are surveyed monthly?

Adhering NHS England compliance

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

Supplier details

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

Local surveys

14. Does the Trust carry out local surveys?
15. 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)			

16. How often does the Trust carry out local surveys? (please circle)
 Monthly Quarterly Annually No local surveys
17. If not, does the Trust intend to in the future?
18. If Local surveys are outsourced, what supplier(s) is used?
19. Expected contract length?
20. Contract review date?
21. Details of the implementation costs and on-going support costs:
22. Details of any other costs associated to carrying out Local surveys?
23. Details of the processes followed to procure Local surveys?
24. Details of the channels used to publish notification of procurement for local surveys?

Response Sent

Your request for information, as detailed in your email at the end of this response, has been considered and the information requested is as follows, in the same order as your questions.

1. No

2.

Survey Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text	N		
IVR/IVM	N		
Agent calls	N		
Online surveys	N		
Paper	Y	8,000	negligible
Kiosk	N		
Other: (please state)	N		

3. The Family and Friends test questions are embedded in our routine Experience of Service questionnaires , given to all patients

4. The Family and Friends test questions are embedded in our routine Experience of Service questionnaires , given to all patients

5. n/a

6. n/a

7. in house

8. n/a

9. n/a

10. n/a

11. unknown

12. n/a

13. No procurement process required as we use established in-house methods

14. Yes

15.

Survey Channel	Is this channel used? Y/N	Volume	Cost per unit
SMS	N		
IVR/IVM	N		
Agent calls	N		
Online surveys	N		
Paper	Y	500 approx.	negligible
Kiosk	N		
Other: (please state)	Visual Straw Poll		

16. Quarterly

17. n/a

- 18. n/a
- 19. n/a
- 20. n/a
- 21. n/a
- 22. n/a
- 23. n/a
- 24. n/a