

Date: 16/12/2016

FREEDOM OF INFORMATION REQUEST FOI/013176 – Patience experience surveys

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?
yes
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 | x | | |
| Paper | x | | |
| Kiosk | | | |
| Other: (please state) | | | |

3. How do you promote The Friends and Family Test to patients?
Posters, on-line, FFT cards and word of mouth
4. How many patients are surveyed monthly?
All patients given opportunity to respond equal to approximately 62,000 per month.

Adhering NHS England compliance

5. When surveying patients by text, how do you ensure there is no charge to the end user to respond?
Not applicable
6. Are you using a dedicated short code for your text messaging patient feedback?
Not applicable

Supplier details - = Not applicable for questions 7 to 13

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 | N | | |
| IVR/IVM | N | | |
| Agent calls | N | | |
| Online surveys | Y | Approx 25 per month | Not available |
| Paper | Y | Approx. 2500 per month | 75p each |
| Kiosk | N | | |
| Other: (please state) | y face-to-face | Approx 200 per month | Not available |

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

Daily, Monthly, Quarterly and Annually

17. If not, does the Trust intend to in the future – N/A

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

Not applicable

19. Expected contract length?

Not applicable for this and remaining questions

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?