

Date: 23/06/2017

FREEDOM OF INFORMATION REQUEST FOI/013500 – Patient feedback

Under the freedom of information act, I would like to request the following information for all patient experience feedback work and contracts in place within the Trust:

1. Current supplier of patient experience/feedback services
2. Value of contract
3. Renewal date of current contract
4. Contact details of officer responsible for the contract
5. Details/description of service provided by current supplier

Where contracts have been renewed in the last 6 months, please can you also provide a short list of suppliers that bid for each contract.

National survey programme

1. Current supplier of patient experience/feedback services
 - a. Quality Health Ltd
2. Value of contract
 - a. £8,800
3. Renewal date of current contract
 - a. 2019
4. Contact details of officer responsible for the contract
 - a. Liz Abbiss, Head of Patient Experience
5. Details/description of service provided by current supplier
 - a. Survey contractor for national mandatory survey programme including Maternity, Adult Inpatient and Emergency

Where contracts have been renewed in the last 6 months, please can you also provide a short list of suppliers that bid for each contract.

- Quality Health
- Picker Institute Europe
- Membership Engagement Services

Friends and Family Test

I would like to request the following information for all patient experience feedback work and contracts in place within the Trust:

1. Current supplier of patient experience/feedback services
 - a. Healthcare Communications
2. Value of contract
 - a. £23,114.10
3. Renewal date of current contract
 - a. 2019
4. Contact details of officer responsible for the contract
 - a. Liz Abbiss, Head of Patient Experience
5. Details/description of service provided by current supplier
 - a. FFT survey using SMS messaging

Where contracts have been renewed in the last 6 months, please can you also provide a short list of suppliers that bid for each contract.

Healthcare Communications
Netcall
BT