

THE DUDLEY GROUP NHS FOUNDATION TRUST

Freedom of Information request ref: 014065

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**

FFT Area	Response Rate Target	Current Response Rate
Outpatient	Equal to or better than national average	Refer to https://www.england.nhs.uk/fft/friends-and-family-test-data/
Admissions	Equal to or better than national average	Refer to https://www.england.nhs.uk/fft/friends-and-family-test-data/
Daycase	Equal to or better than national average	Refer to https://www.england.nhs.uk/fft/friends-and-family-test-data/
Emergency Dept	Equal to or better than national average	Refer to https://www.england.nhs.uk/fft/friends-and-family-test-data/
Community	Equal to or better than national average	Refer to https://www.england.nhs.uk/fft/friends-and-family-test-data/
Maternity (Birth)	Equal to or better than national average	Refer to https://www.england.nhs.uk/fft/friends-and-family-test-data/
Other: (please state) areas as per FFT national requirements	Equal to or better than national average	Refer to https://www.england.nhs.uk/fft/friends-and-family-test-data/

- 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	Y	Refer to https://www.england.nhs.uk/fft/friends-and-family-test-data/	In the region of 27,000 per annum
IVR/IVM	N	Not applicable	Not applicable
Agent calls	N	Not applicable	Not applicable
Online surveys	Y	Refer to https://www.england.nhs.uk/fft/friends-and-family-test-data/	Provided in house
Paper	Y		Provided in house
Kiosk	N	Not applicable	Not applicable
Other: (please state)	N	Not applicable	Not applicable

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

Posters, leaflets, pull up banners, word of mouth, on line, print and digital media and social media

Adhering NHS England compliance

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

By arrangement with SMS service provider

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

Yes

Supplier details

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

Healthcare Communications

- 7. Expected contract length?**

Two years

- 8. Contract review date:**

Autumn 2018

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

In the region of £27,000 pa

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

No

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

Tendering process as governed by the Trusts Standing Financial instructions

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

Tendering process as governed by the Trusts Standing Financial instructions

Local surveys

13. Does the Trust carry out local surveys? (please circle)

Yes

NO (move to question 16)

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

Survey Channel	Is this channel used? Y/N	Volume	Cost per unit
SMS	N	Not applicable	Not applicable
IVR/IVM	N	Not applicable	Not applicable
Agent calls	N	Not applicable	Not applicable
Online surveys	Y	Approx. 1600 per year	Not held provided in house
Paper	Y	Approx. 1300 per year	Not held provided in house
Kiosk	N	Not applicable	Not applicable
Other: (please state)	N	Not applicable	Not applicable

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



Quarterly

Annually

No local surveys

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

Not applicable

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

Not outsourced

18. Expected contract length?

Not applicable

19. Contract review date?

Not applicable

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

Not applicable

21. Details of any other costs associated to carrying out Local surveys?

Not held

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

Not applicable

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

Not applicable