

Trust Headquarters  
Russell’s Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-012024-000572

**Date:** 19<sup>th</sup> February 2024

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

**Request**

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the Friends and Family Test patient survey contract provided by healthcare Communications.

The details we require are:

- 1.What are the contractual performance KPI's for this contract?
- 2.Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date
3. Start date & duration of framework/contract?
- 4.Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?
- 5.Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?
- 6.Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?
- 7.Who is the senior officer (outside of procurement) responsible for this contract?

**Response**

1.What are the contractual performance KPI's for this contract?	Above the national average
2.Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date 3. Start date & duration of framework/contract?	<p>Our Patient Experience 12-month contract extension with Healthcare Comms ends on 30/06/24, we do have a further 12-month optional extension available to us which if taken would end 30/06/25, after this date we would need to renegotiate a new contract.</p> <p>Contract Start Date - 30/06/2021. Current End Date - 29/06/2024 Contract Spend to Date - Circa £160,000</p>

4. Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?	SBS Framework Specification, which supports use of direct award mechanism applicable. This can be obtained via SBS; agreement reference SBS/DT/WF/9090/03.
5. Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?	Available Extension Options - 12 months to 30/06/25.
6. Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?	No decision made to date.
7. Who is the senior officer (outside of procurement) responsible for this contract?	Kirk Johnson Senior Contracts Manager – Corporate

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**