

Freedom of Information request 016215

21/6/22

Do you use any applications or tools to communicate with your patients digitally?

I am interested in all aspects of patient communication, but particularly:

- Pre- and post-operative communication - not currently
- eConsent - not currently
- Outpatients - not currently
- Emergency Care - not currently
- Patient engagement at home - The Trust carries out a number of local surveys to obtain feedback from patients on their experience of care. We have an in-house system with Healthcare Communications to produce online surveys/QR codes so that patients can access the survey from their phone etc. in their own home. We also host quarterly patient panels via MS teams for patients to share their views. We also use SMS text messaging services for our Friends and Family Test.
- Patient satisfaction - The Trust has a number of KPIs in place to measure patient satisfaction and our performance against the objectives from our Patient Experience Strategy

Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients - the Digital, Data and Technology team will support the development but this would usually be part of a project/initiative which would come from Trust leads

Also, do you have performance targets for monitoring patient satisfaction? - The Trust has a number of KPIs in place to measure patient satisfaction and our performance against the objectives from our Patient Experience Strategy

If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets - Tracy Cross, Patient Experience and Engagement Lead - dgft.patientexperience@nhs.net
For further details please go to the Trust website [How we are doing - The Dudley Group NHS Foundation Trust \(dgft.nhs.uk\)](https://www.dgft.nhs.uk)