

**Freedom of Information Request****Ref: UHB 18-224**

Date 2 May 2018

By Email

Dear Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

**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	6%	Response rate data is publically available on the NHS England website: <a href="https://www.england.nhs.uk/fft/friends-and-family-test-data/">https://www.england.nhs.uk/fft/friends-and-family-test-data/</a> .  <i>Please note that we are generally meeting or exceeding the required rates</i>
Admissions	N/A	
Daycase	30%	
Emergency Dept	15%	
Community	15% (midwifery)	
Maternity (Birth)	15%	
Other: (please state)	Inpatient: 30%	

- 2. What survey channels do you use to ask The Friends and Family Test?**

Survey Channel	Is this channel used?	Annual Volume	Cost per unit
Text	Y	Response channel data is publically available on the NHS England website: <a href="https://www.england.nhs.uk/fft/friends-and-family-test-data/">https://www.england.nhs.uk/fft/friends-and-family-test-data/</a>	This is commercially sensitive information and will not be shared at an organisational level. <b>Section 43</b> of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore; we are withholding this information at this time.
IVR/IVM	N		
Agent calls	N		
Online surveys	Y		
Paper	Y		
Kiosk	Y		
Other: (please state)			

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

The Trust promotes The Friends & Family Test to patients via posters / hand out of cards by staff / proactive text messaging.

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

For the vast bulk of the Trust's SMS activity, a survey monkey link is used to collect feedback (i.e. not via return text message).

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

We do also have a short-code available that is promoted on posters across the Trust (this is free to use for respondents - but we get very little traffic through this channel, perhaps 1-2 responses per month).

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

The Trust uses Patient Perspective Ltd to supply the card and SMS based elements. The Trust uses CRT Ltd to supply the services for the touchscreen kiosks.

**7. Expected contract length?**

It is likely that the card / SMS element of our FFT will be out to tender in 2019, but nearer the time there will be a discussion with our Procurement Department to determine exact timings and nature of the tender. We have recently run a tender for the touchscreen element of our FFT; the contract will be awarded shortly and will run for the next four years

**8. Contract review date?**

Patient Perspective: 31/3/2019. Please see the response for question 7 for touchscreens (i.e. new four year contract with a supplier is about to be awarded)

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

We are unable to provide the requested breakdown of costs paid to Patient Perspective Ltd as we do not record the information in this way. We are however able to confirm the Trust paid a total of £65k to Patient Perspective Ltd during 2017/18.

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

There are no other associated costs to The Friends and Family Test.

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

The recent touchscreen procurement went out via the Crown Commercial Services Technology Products 2 Framework Agreement – Lot 3 Combined Hardware and Software (RM3733) Cards / SMS to be determined in due course in discussion with our Procurement Department;

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

Please refer to the Trust's external procurement web pages for details of how to register with the CTM electronic tendering system <https://www.nbt.nhs.uk/bristol-weston-nhs-purchasing-consortium>

## Local surveys

### 13. Does the Trust carry out local surveys?

Yes

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

Survey Channel	Is this channel used?	Volume	Cost per unit
SMS	N		
IVR/IVM	N		
Agent calls	N		
Online surveys	N		
Paper	Y	Approx 2000 per month across outpatient, maternity, and inpatient settings	This is commercially sensitive information and will not be shared at an organisational level. <b>Section 43</b> of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore; we are withholding this information at this time.
Kiosk	N		
Other: (please state)			

**15. How often does the Trust carry out local surveys?**

Monthly

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

Not applicable

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

Patient Perspective Ltd

**18. Expected contract length?**

It is likely that the contract will be out to tender in 2019, but we need to have with our Procurement Department to determine exact timings.

**19. Contract review date?**

31/3/2019

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

We are unable to provide the requested breakdown of costs paid to Patient Perspective Ltd as we do not record the information in this way. We are however able to confirm the Trust paid a total of £65k to Patient Perspective Ltd during 2017/18.

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

No

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

These are to be determined in due course in discussion with our Procurement Department. Please note that due to the sensitivities or running hospital based postal surveys, it is likely that only suppliers who are Care Quality Commission approved to carry out national surveys would be considered for this survey contract.

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

Please refer to the Trust's external procurement web pages for details of how to register with the CTM electronic tendering system <https://www.nbt.nhs.uk/bristol-weston-nhs-purchasing-consortium>

**Public Interest Test: Application of Section 43.**

When assessing whether or not it was in the public interest to disclose the information to you, we took into account the following factors:

**Public interest considerations favouring disclosure**

There is a public interest in disclosing information to facilitate accountability and transparency in the spending of public money.

There is a public interest in ensuring that companies are able to compete fairly.

There is also a public interest in ensuring that this is competition for public sector contracts.

**Public interest considerations favouring withholding the information**

Against disclosure is that the release of the requested information is commercially sensitive in that disclosing this information would reduce the number of companies willing to do business with the public sector, leading to reduced competition and increased costs.

Against disclosure is the public interest is the potential that by releasing the requested information would or would prejudice someone's commercial interests i.e. damage a company's reputation or the confidence that customers, suppliers or investors may have in a company.

We have considered whether it would be in the public interest for us to provide you with the requested information, despite the exemption being applicable. In this case, I have concluded that the public interest favours withholding the information. We reached the view that, on balance, the public interest is better served by withholding this information under Sections 43 of the Freedom of Information Act at this time.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary  
University Hospitals Bristol NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

  
**FOI Administrator**