



Freedom of Information Request

Ref: UHB 19-528

30 August 2019

By Email

Dear Sir/Madam

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

Patient Experience

1. Who provides your Friends & Family Test, or is it done in-house?
Patient Perspective Ltd / CRT solutions.
2. Do you use a real time reporting tool?
The Trust has electronic kiosks from CRT Solutions Ltd in the Emergency Departments to pick up FFT data, but it does not use the real-time reporting functionality of this system. Across our whole FFT we use all of the methods you have listed under point 7.
3. When does the contract end?
For the electronic system (CRT), August 2020. For the paper, online and SMS elements of our FFT (Patient Perspective Ltd), the contract has expired and the Trust is currently in a "procurement department queue" to tender for this. The tender would likely be for our entire survey programme, including the mandatory national survey programme.
4. What is the annual value (£) of contract?
The FFT costs us around £30k per year.
5. Do you do localised surveys?
Yes, we carry out other corporate surveys as well as the FFT.
6. If so, who do you do use?
Patient Perspective Ltd / Optimum Contact Ltd.
7. How are these surveys delivered?
The surveys are primarily postal / paper. The Trust also has a real-time feedback system through Optimum Contact Ltd.

8. Do you use a real time reporting tool?
Yes.
9. When does the contract end?
2022.
10. What is the annual value (£) of contract?
Circa £25k for the real-time system; similar for the postal surveys.

Patient Portal

1. Do you have a patient portal?
No.
2. If yes, who is this provided by?
N/A.
3. Does the patient portal allow for patients to receive and access digital letters?
N/A.
4. Can you rebook, cancel or confirm from within the portal?
N/A.
5. Do you offer automated booking when a patient wants to reschedule?
N/A.
6. How do you invite patients to access the portal, via SMS or Email?
N/A.
7. When does the contract end?
N/A.
8. What is the value (£) of the contract?
N/A.

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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

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

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust