

Request title: Friends and Family Test Supplier Info

Date of Response: 2nd December 2015

Further to your Freedom of Information request, the Trust has answered your questions in the order they appear in your request.

Request and reply

Please provide details of the Trust's current Friends and Family Test supplier/system:

1. When the service was implemented and the specialties included?
The Trust implemented its friends and family test in April 2013 Trust-wide which incorporates all specialties.
2. Monthly values for the numbers of patients surveyed?
In excess of 7500.
3. Specific details of any aims/targets set for the Friends and Family Test and whether or not these have been achieved?
To record comments made by patients. These have been logged since January 2015.
4. Details of any patient complaints or technical difficulties encountered whilst the service is in operation?
None.
5. Does the Trust survey patients by SMS?
No
6. Where are the SMS carriers servers located?
Not applicable.

If the service uses automated IVR/IVM (Interactive Voice Response/Interactive voice Messaging) calls;

The Trust does not use an automated IVR/IVM, therefore Q7-19 are not applicable.

7. Where are the servers that undertake these calls located?
8. Do the IVR servers process patient identifiable data?

If the service uses agent calls;

9. What percentage of the overall service outcomes are completed by an agent?
10. What information do agents have access to?
11. Are all agents making the calls based in a call centre?
12. Where are the call centres situated?
13. If not what percentage of calls are made by home workers?
14. Geographically, where are the home based workers?
15. What security measures are in place to prevent home-based workers from replicating data locally?
16. Are all home based staff CRB checked?
17. Have you received any complaints at all regarding the agent call service (including but not limited to: manner, tone, ability to understand accents or dialects)?
18. Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Board?

19. How do you keep personal information secure when transferring to a third party supplier?

Supplier Details - The Trust does not use an external supplier, therefore q20-26 are not applicable.

Please provide details of:

20. Suppliers(s) of the above services:

21. Expected contract length:

22. Contract review date:

23. Cost of contract:

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

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

26. Details of the channels used to publish the notification of procurement, for the Friends and Family Test service?

Paper Surveys

27. Does the Trust use paper cards to survey patients and if so what departments?

Yes, all In-patients, Out-patients, Maternity and the Emergency Department.

28. Who keys in the data from paper surveys?

A staff member within the Patient Engagement and Experience Team.

29. If this is outsourced, what company input this information?

Not applicable.

Local surveys

30. Does the Trust carry out local surveys?

Yes

31. If so, what methods are used to survey patients?

These are carried out within each Division and not centrally and so there are not any specific methods used.

32. If outsourced, what supplier is used?

Not applicable.