

FOI ref 024-1819

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	None	info not held
Admissions ( Inpatient discharges)	30%	28%
Daycase	Included with inpatient discharges for reporting purposes as directed by NHS England	as stated in adjoining box
Emergency Dept	20%	44%
Community	None	none
Maternity (Birth)	30%	10%
Other: (please state)	None	none

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

Survey Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text	no	n/a	n/a
IVR/IVM	no	n/a	n/a
Agent calls	no	n/a	n/a
Online surveys	rarely	n/a	nil
Paper	yes	Approx. 38,000	n/a
Kiosk	no	n/a	n/a
Other: Post discharge telephone call	yes	Approx. 43,000	n/a

3. How do you promote The Friends and Family Test to patients?
  - Staff proactively ask patients if they would like to provide feedback
  - Posters throughout the Trust
  - Hospital Internet has a provide your feedback page

#### Adhering NHS England compliance

4. When surveying patients by text, how do you ensure there is no charge to the end user to respond? N/A

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

N/A

### Supplier details

6. The Friends and Family Test suppliers of the above services: **Meridian and Netcall**
7. Expected contract length? **3years for each**
8. Contract review date: **2021**
9. Details of the implementation costs and on-going support costs: **Pay £28,000 per annum fixed for 3 years for the Meridian patient feedback software module and managed support service contract. As Netcall is part of a corporate telecommunications service Patient Experience pays for the automated FFT survey calls only.**
10. Any other associated costs to The Friends and Family Test? **Cost of printing survey forms**
11. Details of the processes followed to procure The Friends and Family Test?

*University Hospitals of North Midlands NHS Trust (UHNM) was formed from a merger of the University Hospitals of North Staffordshire NHS Trust (UHNS) and Mid Staffordshire NHS Foundation Trust (MSFT) in November 2014. UHNS were by far the larger Trust and were already using the friends and family product prior to the merger; the product used by MSFT was a "bolt on" to an unrelated system and after the merger there was a need for a common system for the whole Trust.*

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

*The original UHNM contract was via NOECPC Framework and the provision moving forward is via an HTE Framework agreement.*

## Local surveys

13. Does the Trust carry out local surveys? (please circle) **YES** NO (move to question 16)

14. What survey channels do you use to carry out local surveys? (please circle all that apply)

Survey Channel	Is this channel used? Y/N	Volume	Cost per unit
SMS	n/a	n/a	n/a
IVR/IVM	n/a	n/a	n/a
Agent calls	n/a	n/a	n/a
Online surveys	n/a	n/a	n/a
Paper	yes	Approx. 38,000 per year	£11.80 for a pack of 250 surveys
Kiosk	n/a	n/a	n/a
Other: automated telephone call	yes	Approx. 43,000 per year	0.01 pence per call

15. How often does the Trust carry out local surveys? (please circle)

**Monthly**

Quarterly

Annually

No local surveys

16. If not, does the Trust intend to in the future? N/A

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

18. Expected contract length? N/A

19. Contract review date? N/A

20. Details of the implementation costs and on-going support costs: N/A

21. Details of any other costs associated to carrying out Local surveys? N/A

22. Details of the processes followed to procure Local surveys? N/A

23. Details of the channels used to publish notification of procurement for local surveys? N/A