

Reference Number: FOI/LHCH/2018/092
From: Private Individual
Date: 12 April 2018
Subject: Patient Experience Surveys

Q1 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

A1

FFT Area	Response Rate Target	Current Response Rate
Outpatient		
Admissions	50%	
Daycase	50%	
Emergency Dept		
Community	50%	55%
Maternity (Birth)		
Other: (please state)		

Q2 What survey channels do you use to ask The Friends and Family Test?

A2

Survey Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text	N	Information not held – not applicable	
IVR/IVM	N		
Agent calls	N		
Online surveys	N		
Paper	N		
Kiosk	N		
Other: (please state)	IPAD	5,300	0.1p per survey

Q3 How do you promote The Friends and Family Test to patients?

A3 Posters; newsletters

Q4 When surveying patients by text, how do you ensure there is no charge to the end user to respond?

A4 Information not held – we don't utilise text

Q5 Are you using a dedicated short code for your text messaging patient feedback?

A5 Information not held – not applicable as per A4 above

Q6 The Friends and Family Test suppliers of the above services

Q7 Expected contract length?

Q8 Contract review date

Q9 Details of the implementation costs and on-going support costs

Q10 Any other associated costs to The Friends and Family Test?

Q11 Details of the processes followed to procure The Friends and Family Test?

Q12 Details of the channels used to publish notification of procurement for The Friends and Family Test?

A6-12 Information not held – not applicable survey undertaken in-house

Q13 Does the Trust carry out local surveys?

A13 Yes

Q14 What survey channels do you use to carry out local surveys?

A14

Survey Channel	Is this channel used? Y/N	Volume	Cost per unit
SMS	N	Information not held – not applicable	
IVR/IVM	N		
Agent calls	N		
Online surveys	N		
Paper	N		
Kiosk	N		
Other: (please state)	N		

Q15 How often does the Trust carry out local surveys?

A15 Monthly

Q16 If not, does the Trust intend to in the future?

A16 Information not held – not applicable

Q17 If Local surveys are outsourced, what supplier(s) is used?

A17 Information not held – all internal

Q18 Expected contract length?

Q19 Contract review date?

Q20 Details of the implementation costs and on-going support costs:

Q21 Details of any other costs associated to carrying out Local surveys?

Q22 Details of the processes followed to procure Local surveys?

Q23 Details of the channels used to publish notification of procurement for local surveys?

A17- Information not held – not applicable as per A17 above
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