

Reference Number: FOI2021/163
From: Private Individual
Date: 10 May 2021
Subject: Digital Services, Patient Feedback, FFT and PIFU

Q1 What percentage of consultations were carried out in April 2021 via:

- A. Phone
- B. Video
- C. Face-to-face

A1 A. Phone: 39.26%
B. Video: 4.70%
C. Face-to-Face: 56.03%

Q2 Did you carry out any patient satisfaction survey on each of the channels in April 2021:

- A. Phone
- B. Video
- C. Face-to-Face

A2 A. Yes, all patient who have had an overnight stay were contacted by phone (exceptions of End of Life (EOL), Cystic Fibrosis (CF) and transfer to Nursing homes and other Trusts).
B. No
C. No

Q3 Did you introduce digital services (either as new services or expanding into new departments) as a response to the pandemic?

- A. Yes (highlight below):
- I. Telephone consultations
 - II. Video consultations
 - III. Online appointment booking/management
 - IV. E-prescription services

A3 Yes, we introduced video consultations

Q4 Who are your suppliers for:

- A. Telephone consultations
- B. Video consultations
- C. Online appointment booking/management
- D. E-prescription services

A4 A. Information not held
B. Attend anywhere
C. Information not held
D. Information not held

Q5 What are the most common barriers to technology use within your trust?

- A. The service requires face-to-face interactions

- B. The staff member is unable to use the technology
- C. The patient is unable to use the technology
- D. Lack of funding
- E. Other (please explain)

A5 E - Other. LHCH has a range of technology in use across the Trust. There are some challenges with regards to technology not being suitable for some cohorts of patients, or patients unable to access technology. Where this is the case, face to face or telephone services are in place.

Q6 Are you collecting patient feedback following interactions with the digital services you offer?

A. Yes - feedback obtained for all services

B. Feedback obtained for some services:

- I. Telephone consultations
- II. Video consultations
- III. Online appointment booking/management
- IV. E-prescription services

C. No - we are not collecting this feedback

- I. If no - do you plan to introduce this feedback data collection in the next six months? yes/no

A6 No - we are not collecting this feedback.
I. No

Q7 If yes, how do you collect feedback?

A7 No structured feedback.

Q8 Did you stop your Friends and Family Test (FFT) during the pandemic when the requirement to submit data was paused?

- A. If yes, why?
- B. If no, why?

A8 Yes. As per National Infection Control Guidance states to avoid frequent touch of surface and to maintain 2 meter distance at all times.

Q9 Will you be deploying Patient Initiated Follow Ups (PIFU)?

A9 Yes

Q10 Will you be collecting feedback on PIFU?

A10 No

Q11 Who is your Friends and Family Test (FFT) supplier?

A11 In house and reported on Athena

Q12 If the FFT contract is outsourced, when was the contract initiated?

A12 Information not held – The Friends and Family Test (FFT) contract is not outsourced.

Q13 When does the FFT contract with your current supplier end?

A13 Information not held – FFT contract is not outsourced.

Q14 What is the expected value of this contract (£)?

A14 Information not held – FFT contract is not outsourced.