

Reference Number: FOI/2019/355
From: Private Individual
Date: 28 August 2019
Subject: Patient experience

Q1 Who provides your Friends & Family Test, or is it done in-house?

A1 In-house

Q2 Do you use a real time reporting tool?

A2 No, updated twice weekly after moderation

Q3 When does the contract end?

A3 Information not held – no contract

Q4 What is the annual value (£) of contract?

A4 Information not held – no contract

Q5 Do you do localised surveys?

A5 Yes

Q6 If so, who do you do use?

A6 In-house

Q7 How are these surveys delivered?

A7 Online/tablet and paper if network problems

Q8 Do you use a real time reporting tool?

A8 No, updated twice weekly after moderation

Q9 When does the contract end?

A9 Information not held – no contract

Q10 What is the annual value (£) of contract?

A10 Information not held – no contract