

**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](#)