

**Reference Number:** FOI2021/440  
**From:** Commercial  
**Date:** 21 January 2022  
**Subject:** Contracts for Staff and Patient Surveys

For each of the below surveys can you provide:

- i. Details of your current supplier
- ii. Details of the current renewal/end date of this contract
- iii. The main point of contact for this contract and their title and contact details

**Q1** CQC Patient Surveys

- a. Urgent and Emergency Care
- b. Children and Young Peoples Inpatient
- c. Community Mental Health
- d. Adult Inpatient
- e. Maternity

**A1** i. [Coordination Centre for Mixed Methods \(CCMM\) at Ipsos MORI – external CQC](#)

- ii. Information not held – No contract is in place, this is done in house but co-ordinated by Ipsos MORI
- iii. Kelly Banks – Research, Audit and Effectiveness Officer

[Kelly.Banks@lhch.nhs.uk](mailto:Kelly.Banks@lhch.nhs.uk)

- a. As per A1; i to iii as above
- b. Information not held - Liverpool Heart and Chest Hospital is a specialist adult cardiothoracic centre and does not provide Children and Young Peoples Inpatient services
- c. Information not held - Liverpool Heart and Chest Hospital is a specialist adult cardiothoracic centre and does not provide Community mental Health services
- d. As per A1; i. to iii. As above
- e. Information not held - Liverpool Heart and Chest Hospital is a specialist adult cardiothoracic centre and does not provide maternity services

**Q2** NHS PROMs (patient Reported Outcome Measures) for hip and knee replacements

**A2** Information not held - Liverpool Heart and Chest Hospital is a specialist adult cardiothoracic centre and does not provide Hip and Knee Replacements

**Q3** NHS National Staff Survey

- A3**
- i. Picker
  - ii. Contract reviewed annually and due to be reconsidered in May 2022.
  - iii. Beth Williams-Lally – HR & OD Manager [Beth.Williams-Lally@lhch.nhs.uk](mailto:Beth.Williams-Lally@lhch.nhs.uk)

**Q4** Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey)

A4 Information not held – No contract is in place as this is managed internally by the Trust

Q5 Patient Friends and Family Test.

A5 Information not held – No contract is in place as this is managed internally by the Trust