

Ref: FOIA Reference 2019/20-543

Royal Stoke University Hospital  
Quality, Safety and Compliance Department  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 20<sup>th</sup> December 2019

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 18<sup>th</sup> December 2019 requesting information under the Freedom of Information Act (2000) regarding friends and family test.

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 Request**

**Could you please provide the following information with respect to the Trust's approach to capturing and reporting Friends and Family Test (FFT) data?**

**If several mechanisms are used (e.g. different solutions for different sites / services) please respond for each mechanism in turn.**

**Who is the Trust Executive responsible for FFT?**

A1 Chief Nurse

**Q2 Do you use any externally provided tools or services to support the Trust in collecting FFT data?**

**If so,**

- **What tools and/or services do you use?**
- **When does your current contract expire?**
- **How much does the service cost per annum?**

**If not,**

- **How many FTE staff do you have allocated to FFT?**
- **How much does it cost the Trust to fulfil its obligations to capture and report FFT?**

A2 UHNM pay £28,000 per annum fixed for 3 years for the Meridian patient feedback software module and managed support service contract. Contract review date: 2021  
We also use Netcall for discharged A&E patients. This is part of a corporate telecommunications service so Patient Experience pays for the automated FFT survey calls only.

**Q3 Other than meeting its NHS England reporting requirement, to what other uses (if any) does the Trust put the FFT response data (e.g. identifying improvement plans)?**

A3 Please see below:

- Reports provided from Ward to Board and Commissioners

- Written comments encouraged and used to inform service improvement
- Results used for triangulation with other measures to flag problem areas
- Base line measurement against other Trusts

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

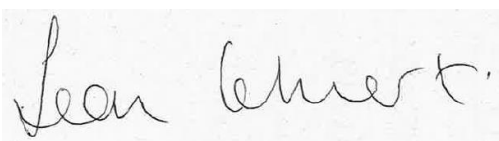
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,





University Hospitals  
of North Midlands  
NHS Trust

Jean Lehnert  
Information Governance Manager

