

Patient Experience

1. Who provides your Friends & Family Test, or is it done in-house? **In House, supported by Meridian software**
2. Do you use a real time reporting tool? **No**
3. When does the contract end? **August 2021**
4. What is the annual value (£) of contract? **£28,847**
5. Do you do localised surveys? **Yes**
6. If so, who do you do use? **Surveys designed internally and printed by Harlow**
7. How are these surveys delivered?
SMS
Online / tablet **Yes**
Paper **Yes**
Kiosk
8. Do you use a real time reporting tool? **Ability to access surveys at any time however there is a short delay for paper surveys to be put onto the system**
9. When does the contract end? **N/A**
10. What is the annual value (£) of contract? **N/A**