Ref: FOIA Reference 2022/23-073

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Email foi@uhnm.nhs.uk

Date: 11th July 2022

Dear

I am writing to acknowledge receipt of your email dated 12th May 2022 requesting information under the Freedom of Information Act (2000) regarding Communications with Patients.

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS.

On 31st May 2022 we contacted you via email as we required clarification on the specific meaning of developing? What are you looking for here?

On 8th June 2022 you replied via email with;
'*We are interested to know how you communicate and engage with your patients.*'

As of 1st 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   Do you use any applications or tools to communicate with your patients digitally?

I am interested in all aspects of patient communication, but particularly:

- Pre- and post-operative communication

- eConsent

- Outpatients

- Emergency Care

- Patient engagement at home

- Patient satisfaction

A1   Regarding <u>Patient Satisfaction</u>:
- Surveys via text message for Outpatients and Emergency Department
- Surveys via QR code for Emergency Department
- The ability to complete the satisfaction surveys online via the UHNM website
- Surveys completed via tablets (on the wards)

We use tablets to undertake video calls to support communication between inpatients and families.

<u>Out patients</u>:
Pre- and post-operative communication = via email, Netcall – Call Reminder Service

- Outpatients – Netcall = Call reminder service

- Patient satisfaction = Friends and Family electronic survey

Preoperative Communication:

Recap – App set up for patients to access information leaflets regarding anaesthesia and various procedures.
Florence – Home monitoring of blood pressures and blood sugars in selected patients to guide treatment (High blood pressures and poorly controlled DM) – This could be added under Home monitoring as well.
Remcare - We have recently completed a Remcare pilot project for remote data collection and triage for adult and paediatric preoperative assessment. We hope to resume after appropriate approvals and procurement.

Emergency Care= not applicable

We have purchased PKB and will be using this once implemented to engage with patients.

Q2   Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients.

A2   Clarified as: *We are interested to know how you communicate and engage with your patients.*

We don't 'develop' digital communications with patients; IM&T implement systems that are developed by different suppliers. The Director of Digital Transformation is responsible for the strategy for IM&T which outlines the requirement for digital communication with patients.

Q3   Also, do you have performance targets for monitoring patient satisfaction?

If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets.

A3   No

*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.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,

Jean Lehnert
Data, Security & Protection Manager