



Ref: FOIA Reference 2022/23-376

Date: 29th September 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 13th September 2023 requesting information under the Freedom of Information Act (2000) regarding Patient Friends and Family Test

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 Under the Freedom of Information Act I would like to request the following information

Can you answer the three questions for the Patient Friends and Family Test normally administered by the Patient experience team.

Can you provide details of your current supplier:

A1 We can confirm that this is your company - IQVIA

Q2 Can you provide details of the current renewal/end date of this contract?

A2 Your records should state: Contract ends end March 2024

Q3 Who is the main point of contact for this contract and their title and contact details?

A3 Rebecca Pilling, Head of Patient Experience. Note, all Trust emails are in the following format:
Firstname.lastname@uhnm.nhs.uk

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

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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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.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records