



Ref: FOIA Reference 2021/22-529

Date: 28th February 2022

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 21st January 2022 requesting information under the Freedom of Information Act (2000) regarding surveys.

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.

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 We are looking to update our records to ensure that we make timely contact in the future in relation to Patient and Staff Insight and Feedback programmes. We would therefore be grateful if you could respond to the following questions by return email and at the earliest opportunity.

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| Can you answer the three questions for each of the below surveys: |
| 1. CQC patient surveys: |
| a. Urgent and Emergency Care |
| b. Children and Young Peoples Inpatient |
| c. Community Mental Health |
| d. Adult Inpatient |
| e. Maternity |

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| 2. NHS PROMs (patient Reported Outcome Measures)for hip and knee replacements |
| 3. NHS National Staff Survey |
| 4. Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey) |
| 5. Patient Friends and Family Test. |
| |
| Can you provide details of your current supplier : |
| Can you provide details of the current renewal/end date of this contract? |
| Who is the main point of contact for this contract and their title and contact details? |

- A1 See below:
(a-e) Picker, on-going, Rebecca Pilling, Head of Patient Experience, 01782 675487
- A2 Does not apply to PROMS which is a National NHS programme from NHS Digital which measures health gain in patient undergoing hip and knee replacements
- A3 NHS National Staff Survey
- Current supplier : Picker Institute Europe
 - Current renewal/end date of this contract: Contract ends with the 2021 NHS National Staff Survey. A new contractor will be appointed for the 2022 Survey
 - Point of contact for this contract and their title and contact details? Eddie O’Grady*, Assistant Director of Human Resources / Head of Organisational Development (Eddie.O’Grady@uhnm.nhs.uk)
- A4 Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey)
- Current supplier : NHS England and NHS Improvement
 - Current renewal/end date of this contract? n/a the Trust uses the national pulse check tool
 - Point of contact for this contract and their title and contact details? Eddie O’Grady*, Assistant Director of Human Resources / Head of Organisational Development (Eddie.O’Grady@uhnm.nhs.uk)
- A5 Netcall for OPD & ED surveys- *IT would have the contract info for this.*
Inpatient/Daycase/endoscopy FFT etc. are paper surveys managed by the Patient Experience Team.
For data analysis purposes, we use the IVQIA (used to be Meridian)- contract renewal 2024, Rebecca Pilling*, Head of Patient Experience, 01782 675487

*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.

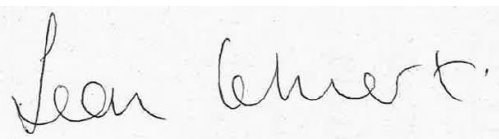
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

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