

Freedom of Information Request – May 2021

- What percentage of consultations were carried out in April 2021 via:
 - Phone 28.6%
 - Video 1.6%
 - Face-to-face 69.8%

- Did you carry out any patient satisfaction survey on each of the channels in April 2021:
 - Phone No
 - Video Yes
 - Face-to-Face Yes

- Did you introduce digital services (either as new services or expanding into new departments) as a response to the pandemic?
 - Yes (highlight below):
 - Telephone consultations Increased
 - Video consultations Introduced
 - Online appointment booking/management
 - E-prescription services

- Who are your suppliers for:
 - Telephone consultations None
 - Video consultations Attend Anywhere
 - Online appointment booking/management
 - E-prescription services

- What are the most common barriers to technology use within your trust?
 - The service requires face-to-face interactions
 - The staff member is unable to use the technology
 - The patient is unable to use the technology
 - Lack of funding
 - Other (please explain) No analysis undertaken

- Are you collecting patient feedback following interactions with the digital services you offer?
 - Yes - feedback obtained for all services
 - Feedback obtained for some services:
 - Telephone consultations
 - Video consultations Yes
 - Online appointment booking/management
 - E-prescription services

- No - we are not collecting this feedback
 - If no - do you plan to introduce this feedback data collection in the next six months? yes/no
- If yes, how do you collect feedback? [Linked to web based questionnaire upon exiting Attend Anywhere](#)
- Did you stop your FFT during the pandemic when the requirement to submit data was paused?
 - If yes, why?
 - If no, why?

[Yes. Submission of data was stopped in April 2020 and recommenced January 2021 at the instruction of NHS England](#)

- Will you be deploying PIFU? [Yes](#)
- Will you be collecting feedback on PIFU? [Yes](#)
- Who is your FFT supplier?

[IQVIA Connection Patient Experience Module & Managed Service](#)

- If the FFT contract is outsourced, when was the contract initiated?

[Contract renewed March 31st 2021](#)

- When does the FFT contract with your current supplier end?

[March 30th 2022](#)

- What is the expected value of this contract (£)?

[£32,880.00](#)