

Ref: FOI/CAD/ID 3031

Please reply to:
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to the Friends and Family Test.

Please provide details of the Trust's current Friends and Family Test (FFT) supplier/system:

1. *When the service was implemented and the specialties included?*
FFT was implemented fully by April 2013 for adult inpatients, maternity and A&E as per national guidance.

2. *Monthly values for the numbers of patients surveyed?*

	% response Rate					
Month	Inpatients			A&E		
	Patients	Surveyed	%	Patients	Surveyed	%
Apr-15	5363	1497	27.91%	8377	556	6.64%
May-14	5375	1437	26.73%	9274	864	9.32%
Jun-15	5993	1805	30.12%	8960	710	7.92%
Jul-15	6099	1671	27.40%	9436	1360	14.41%
Aug-15	5525	1350	24.43%	8810	2001	22.71%
Sep-15	5772	1545	26.77%	8779	1753	19.97%

	% response Rate					
Month	Maternity			Outpatients		
	Patients	Surveyed	%	Patients	Surveyed	%
Apr-15	480	87	18.13%	8504	5663	66.59%
May-14	502	62	12.35%	2532	1697	67.02%

Jun-15	502	78	15.54%	10138	6775	66.83%
Jul-15	538	58	10.78%	14694	9726	66.19%
Aug-15	469	97	20.68%	14776	10054	68.04%
Sep-15	459	47	10.24%	12457	8392	67.37%

3. Specific details of any aims/targets set for the Friends and Family Test and whether or not these have been achieved?

Response rates: IP 30%, A&E 20%, Maternity 15%

4. Details of any patient complaints or technical difficulties encountered whilst the service is in operation?

No complaints regarding in-patient, maternity or A&E survey.

Some complaints about Out-patients survey as this is an automated telephone service.

6. Does the Trust survey patients by SMS?

No

7. Where are the SMS carriers servers located?

Not applicable

If the service uses automated IVR/IVM (Interactive Voice Response/Interactive voice Messaging) calls;

8. Where are the servers that undertake these calls located?

Servers are located on Trust premises

9. Do the IVR servers process patient identifiable data?

Minimal required to undertake task and for a time-limited period.

If the service uses agent calls;

Not applicable

10. What percentage of the overall service outcomes are completed by an agent?

11. What information do agents have access to?

12. Are all agents making the calls based in a call centre?

13. Where are the call centres situated?

14. If not what percentage of calls are made by home workers?

15. Geographically, where are the home based workers?

16. What security measures are in place to prevent home-based workers from replicating data locally?

17. Are all home based staff CRB checked?

18. Have you received any complaints at all regarding the agent call service (including but not limited to: manner, tone, ability to understand accents or dialects)?

19. Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Board?

21. How do you keep personal information secure when transferring to a third party supplier?

Supplier Details

Please provide details of:

The information requested is exempt from disclosure under the Freedom of Information Act 2000 Section 43 as its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). The Trust has a business case and tendering process about to commence.

25. Suppliers(s) of the above services:

26. Expected contract length:

27. Contract review date:

28. Cost of contract:

29. Details of the implementation costs and on-going support costs:

30. Details of the processes followed to procure The Friends and Family Test?

31. Details of the channels used to publish the notification of procurement, for the Friends and Family Test service?

Paper Surveys

32. Does the Trust use paper cards to survey patients and if so what departments?

Yes, Inpatients, maternity and A&E

33. Who keys in the data from paper surveys?

Optica character recognition service (i.e. cards scanned)

34. If this is outsourced, what company input this information?

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Local surveys

35. Does the Trust carry out local surveys?

Yes

36. If so, what methods are used to survey patients?

Combination of paper and electronic surveys

37. If outsourced, what supplier is used?

Not outsourced.