

Ref: FOI/CAD/ID 3723

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.

1. *Do you have a monthly target response rate targets set for your The Friends and Family Test?*
2. *What survey channels do you use to ask The Friends and Family Test?*
3. *How do you promote The Friends and Family Test to patients?*
4. *How many patients are surveyed monthly?*

Adhering NHS England compliance

5. *When surveying patients by text, how do you ensure there is no charge to the end user to respond?*
6. *Are you using a dedicated short code for your text messaging patient feedback?*

Supplier details

7. *The Friends and Family Test suppliers of the above services:*
8. *Expected contract length?*
9. *Contract review date:*
10. *Details of the implementation costs and on-going support costs:*
11. *Any other associated costs to The Friends and Family Test?*
12. *Details of the processes followed to procure The Friends and Family Test?*
13. *Details of the channels used to publish notification of procurement for The Friends and Family Test?*

Local surveys

14. *Does the Trust carry out local surveys?*
15. *What survey channels do you use to carry out local surveys? (please circle all that apply)*
16. *How often does the Trust carry out local surveys? (please circle)*
Monthly Quarterly Annually No local surveys
17. *If not, does the Trust intend to in the future?*
18. *If Local surveys are outsourced, what supplier(s) is used?*
19. *Expected contract length?*
20. *Contract review date?*
21. *Details of the implementation costs and on-going support costs:*
22. *Details of any other costs associated to carrying out Local surveys?*

23. *Details of the processes followed to procure Local surveys?*

24. *Details of the channels used to publish notification of procurement for local surveys?*

1. Yes For inpatients and Maternity it is 25% and for A&E it is 15%. Outpatients response rate is not monitored nationally only how those that responded replied (% positive etc. which is also monitored for all the other areas).
2. Website, pop up banners, posters, staff promoting, regular monthly meetings to think of ways to raise awareness.
3. Word of mouth from staff, posters on wards.
4. On average the number of patients surveyed each month is Inpatients 5,950, A&E is 9,550 and Maternity is 3,950 for Touchpoint 2 (Birth). We also survey patients for Maternity at Touchpoint 1 (Ante Natal), Touchpoint 3 (postnatal) and touchpoint 4 (post-natal community) The Trust only have numbers of patients that responded for these not the number that were surveyed as that is all that is monitored nationally. For Outpatients is it on average 13,750.
5. We do not survey inpatients by text
6. Not Applicable
7. I Want Great Care
8. 2 years
9. July 2018
10. This information can be found on the Trust website using the following link <https://www.mtw.nhs.uk/about-us/our-quality-story/finance/?referrer=http%3A%2F%2Fwww.mtw.nhs.uk%2F%3Fs%3Dfinance&from=search> July 2016. Further detail 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).
11. n/a
12. Mini Comp from Walsall Healthcare Framework
13. Due North Portal
14. Yes
15. We use an internal wafr based platform with paper copy surveys
16. In addition to the FFT the Trust carries out a range of local patient surveys at an organisational level and within divisions.
17. Not applicable
18. Not applicable
19. Not applicable
20. Not applicable
21. System purchase cost not known, ongoing IT support £13,700 per annum
22. Paper printing on photocopier, negligible
23. Not applicable
24. Not applicable