

Ref: FOI/CAD/ID 3676

Please reply to:
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Trust Management
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Email: mtw-tr.foiadmin@nhs.net

16 June 2017

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 Friends and Family Test.

- 1. Initial cost to set up and implement the FFT*
- 2. Ongoing or recurrent costs of operating the FFT*
- 3. Bands of staff and Whole Time Equivalents directly responsible for the management of Friends and Family Test*
- 4. If you have used an external / 3rd party agency to implement the Friends and Family Test*

1. 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).

2. Please see above response.

3. This role falls under the remit of the Chief Nurse. Further details can be found on the Trust website www.mtw.nhs.uk . To contact members of the board, please contact the Executive secretarial team on telephone 01622 226412.

For any queries regarding the Trust Board, please contact Kevin Rowan, Trust Secretary, on telephone 01622 228 698 or email kevinrowan@nhs.net.

4. Yes. I Want Great Care