

Ref: FOI/CAD/ID 4080

Please reply to:
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25 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 patient experience feedback.

I would like to request the following information for all patient experience feedback work and contracts in place within the Trust:

- 1. Current supplier of patient experience/feedback services*
- 2. Value of contract*
- 3. Renewal date of current contract*
- 4. Contact details of officer responsible for the contract*
- 5. Details/description of service provided by current supplier*
- 6. Where contracts have been renewed in the last 6 months, please can you also provide a short list of suppliers that bid for each contract?*

1. IWANTGREATCARE – IWGC
2. 120,925
3. 30 June 2018 with an option to extend by 12 months.
4. This falls under the remit of the Chief Nurse. Further details can be found on the Trust website www.mtw.nhs.uk
5. In summary the company scan all of the patient responses in, (which are completed on paper) and provide us with detailed reports by ward, directorate and Trust wide level of responses and qualitative feedback from patients.
6. Not applicable