

Ref: FOI/GS/ID 4666

Please reply to:
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Trust Management
Maidstone Hospital
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23 May 2018

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 Surveys.

You asked:

Please provide details of the patient experience surveys and measurements in place:

- 1. Do you have a monthly target response rate targets set for your The Friends and Family Test? If so please indicate on the table below*
- 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?
Adhering NHS England compliance*
- 4. When surveying patients by text, how do you ensure there is no charge to the end user to respond?*
- 5. Are you using a dedicated short code for your text messaging patient feedback?*

Supplier details

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

Local Surveys

- 13. Does the Trust carry out local surveys?*
- 14. What survey channels do you use to carry out local surveys?*
- 15. How often does the Trust carry out local surveys?*
- 16. If not, does the Trust intend to in the future?*
- 17. If Local surveys are outsourced, what supplier(s) is used?*
- 18. Expected contract length?*
- 19. Contract review date?*
- 20. Details of the implementation costs and on-going support costs:*

21. Details of any other costs associated to carrying out Local surveys?
 22. Details of the processes followed to procure Local surveys?
 23. Details of the channels used to publish notification of procurement for local surveys?

Trust response:

1.

FFT Area	Response Rate Target	Current Response Rate
Outpatient		
Admissions	25%	32.7% March 2018
Daycase		
Emergency Dept	15%	18.82% March 2018
Community		
Maternity (Birth)	25%	39.42% March 2018
Other: (please state)		

2.

Survey Channel	Is this channel used? Y/N	Annual Volume	Cost per unit
Text			
IVR/IVM			
Agent calls			
Online surveys			
Paper	yes	See below	UTA – part of package
Kiosk			
Other: (please state)	Netcall	See below	UTA – part of package

The Annual volumes for the surveys in 2017 / 2018 are:

Inpatients: 69,758 were eligible to complete a survey, 16,640 actually completed one (23.85%)

A&E: 108,540 were eligible to complete a survey, 16,657 actually completed one (15.35%)

Maternity Q2: 5,821 were eligible to complete a survey, 1,720 actually completed one (29.55%)

For the following data monitoring eligibility is **not** a National requirement however, the data represents completed surveys:

Maternity Q1: 294 completed

Maternity Q3: 1,182 completed

Maternity Q4: 202 completed

OP: 52,594 completed

3. Adhering NHS England compliance

4. Not applicable.

5. Not applicable.

Supplier details

6. I Want Great Care

7. 15 months

8. June 2019

9. 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%](https://www.mtw.nhs.uk/about-us/our-quality-story/finance/?referrer=http%3A%2F%2Fwww.mtw.nhs.uk%2F%3Fs%3Dfinance&from=search)

[3Dfinance&from=search](https://www.mtw.nhs.uk/about-us/our-quality-story/finance/?referrer=http%3A%2F%2Fwww.mtw.nhs.uk%2F%3Fs%3Dfinance&from=search)

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).

10. Not Applicable.

11. Previous mini competition from Walsall Healthcare Framework with the

option to extend contract. Contract extended.

12. Due North Portal

Local surveys

13. YES

14.

We use an internal wafr based platform with paper copy surveys

Survey Channel	Is this channel used? Y/N	Volume	Cost per unit
SMS			
IVR/IVM			
Agent calls			
Online surveys	Y	Average returns of 6 months = 171	UTA

		combined online / paper	
Paper	Y	As above (combined number)	
Kiosk			
Other: (please state)			

15. Monthly

16. Not applicable.

17. Not applicable.

18. Not applicable.

19. Not applicable.

20. No ongoing support costs.

21. Paper printing on photocopier, negligible

22. Not applicable.

23. Not applicable.