

Ref: FOI/GS/ID 5689

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

05 September 2019

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.

You asked:

1. *Who provides your Friends & Family Test, or is it done in-house?*
2. *Do you use a real time reporting tool?*
3. *When does the contract end? Contract review date:*
4. *What is the annual value (£) of contract*
5. *Do you do localised surveys?*
6. *If so, who do you do use?*
7. *How are these surveys delivered?*
 - a. *SMS*
 - b. *Online / tablet*
 - c. *Paper*
 - d. *Kiosk*
8. *Do you use a real time reporting tool?*
9. *When does the contract end?*
10. *What is the annual value (£) of contract?*

Trust response:

1. I Want Great Care
2. Yes
3. 30th September 2019
4. 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>

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).

5. Yes
6. Current provider is I want great Care
7. SMS – No
Online / tablet - Yes
Paper - Yes
Kiosk - No
8. Yes
9. 30th September 2019
10. This information can be found on the Trust website using the following link.

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