



**Maidstone and
Tunbridge Wells**
NHS Trust

Ref: FOI/GS/ID 6720

Please reply to:
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Trust Management
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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 consultations.

You asked:

- 1. What percentage of consultations were carried out in April 2021 via:
 - a. Phone*
 - b. Video*
 - c. Face-to-face**
- 2. Did you carry out any patient satisfaction survey on each of the channels in April 2021:
 - a. Phone*
 - b. Video*
 - c. Face-to-Face**
- 3. Did you introduce digital services (either as new services or expanding into new departments) as a response to the pandemic?*

Yes (highlight below):

- a. Telephone consultations*
- b. Video consultations*
- c. Online appointment booking/management*
- d. E-prescription services*
- 4. Who are your suppliers for:
 - a. Telephone consultations*
 - b. Video consultations*
 - c. Online appointment booking/management*
 - d. E-prescription services**
- 5. What are the most common barriers to technology use within your trust?
 - a. The service requires face-to-face interactions*
 - b. The staff member is unable to use the technology*
 - c. The patient is unable to use the technology*
 - d. Lack of funding**

- e. Other (please explain)
- 6. Are you collecting patient feedback following interactions with the digital services you offer?
 - a. Yes - feedback obtained for all services
 - b. Feedback obtained for some services:
 - c. Telephone consultations
 - d. Video consultations
 - e. Online appointment booking/management
 - f. E-prescription services
 - g. No - we are not collecting this feedback
 - h. If no - do you plan to introduce this feedback data collection in the next six months? yes/no
 - i. If yes, how do you collect feedback?
- 7. Did you stop your FFT during the pandemic when the requirement to submit data was paused?
 - a. If yes, why?
 - b. If no, why?
- 8. Will you be deploying PIFU?
- 9. Will you be collecting feedback on PIFU?
- 10. Who is your FFT supplier?
- 11. If the FFT contract is outsourced, when was the contract initiated?
- 12. When does the FFT contract with your current supplier end?
- 13. What is the expected value of this contract (£)?

Trust response:

- 1.
 - a. 32%
 - b. 8%
 - c. 60%
- 2.
 - a. Yes patients have the opportunity to complete after their appointment through phone survey.
 - b. Yes patients are asked to complete after the end of their appointment
 - c. Yes patients have the opportunity to complete after their appointment
- 3.
 - a. Telephone consultations
 - b. Video consultations
 - d. E-prescription services
- 4.
 - a. Netcall
 - b. Attend Anywhere
 - d. Pharmacy2u
- 5. a. The service requires face-to-face interactions
- 6.
 - c. Netcall
 - d. IQVIA
 - i. Via a link to an online survey
- 7. b. C2ww and urgent patients still attended face to face appointments
reduction in submission was very apparent during the 1st wave of covid but we wanted to ensure we heard the patient voice throughout the difficult period

8. Yes

9. Yes

10. IQVIA connection systems

11. It was initiated in August 2018

12. 2 year fixed with 2 year optional Rolling contract which is renewed on the 1st August to be reviewed in 2022

13. The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of further detailed information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested is of an amount which may identify the items or services provided which would be likely to damage the company's ability to win new business opportunities for their services and products and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

Supplier Transactions

All NHS bodies are required to publish details of individual invoices and transactions that are over £25,000. This is in response to guidance from HM Treasury which sets out the scope of the data. Details can be found on our website using the following link: www.mtw.nhs.uk/about-us/our-quality-story/finance/