

Ref: FOI/GS/ID 7188

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

03 February 2022

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 and Staff Insight and Feedback programmes.

You asked:

Can you answer the three questions for each of the below surveys?

1. CQC patient surveys:

1a. Urgent and Emergency Care

i. Can you provide details of your current supplier:

ii. Can you provide details of the current renewal/end date of this contract?

iii. Who is the main point of contact for this contract and their title and contact details?

1b. Children and Young Peoples Inpatient

i. Can you provide details of your current supplier:

ii. Can you provide details of the current renewal/end date of this contract?

iii. Who is the main point of contact for this contract and their title and contact details?

1c. Community Mental Health – Not applicable

1d. Adult Inpatient

i. Can you provide details of your current supplier:

ii. Can you provide details of the current renewal/end date of this contract?

iii. Who is the main point of contact for this contract and their title and contact details?

1e. Maternity

i. Can you provide details of your current supplier:

ii. Can you provide details of the current renewal/end date of this contract?

iii. Who is the main point of contact for this contract and their title and contact details?

2. NHS PROMs (patient Reported Outcome Measures) for hip and knee replacements

- i. Can you provide details of your current supplier:*
- ii. Can you provide details of the current renewal/end date of this contract?*
- iii. Who is the main point of contact for this contract and their title and contact details?*

3. NHS National Staff Survey

- i. Can you provide details of your current supplier:*
- ii. Can you provide details of the current renewal/end date of this contract?*
- iii. Who is the main point of contact for this contract and their title and contact details?*

4. Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey)

- i. Can you provide details of your current supplier:*
- ii. Can you provide details of the current renewal/end date of this contract?*
- iii. Who is the main point of contact for this contract and their title and contact details?*

5. Patient Friends and Family Test.

- i. Can you provide details of your current supplier:*
- ii. Can you provide details of the current renewal/end date of this contract?*
- iii. Who is the main point of contact for this contract and their title and contact details?*

Trust response:

1. CQC patient surveys:

1a. Urgent and Emergency Care

- i. Quality Health / IQVIA**
- ii. IQVIA contract Expires 04/08/23**
- iii. The Procurement Team fall under the remit of the Chief Finance Officer, Steve Orpin XX**

1b. Children and Young Peoples Inpatient

- i. Quality Health / IQVIA**
- ii. IQVIA contract Expires 04/08/23**
- iii. The Procurement Team fall under the remit of the Chief Finance Officer, Steve Orpin XX**

1c. Community Mental Health – Not applicable

1d. Adult Inpatient

- i. Quality Health / IQVIA**
- ii. IQVIA contract Expires 04/08/23**
- iii. The Procurement Team fall under the remit of the Chief Finance Officer, Steve Orpin XX**

1e. Maternity

- i. Quality Health / IQVIA**
- ii. IQVIA contract Expires 04/08/23**
- iii. The Procurement Team fall under the remit of the Chief Finance Officer, Steve Orpin XX**

2. NHS PROMs (patient Reported Outcome Measures) for hip and knee replacements

- i. Quality Health / IQVIA**
- ii. IQVIA contract Expires 04/08/23**
- iii. The Procurement Team fall under the remit of the Chief Finance Officer, Steve Orpin XX**

3. NHS National Staff Survey

- i. The Trust does not hold the contract for this.
- ii. Not applicable
- iii. Not applicable

4. Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey)

- i. IQVIA Technology Services Ltd –
- ii. IQVIA contract Expires 04/08/23
- iii. This role falls under the remit of the Chief People Officer Sue Steen. XX

5. Patient Friends and Family Test.

- i. IQVIA Technology Services Ltd –
- ii. IQVIA contract Expires 04/08/23
- iii. This role falls under the remit of the Chief People Officer Sue Steen. XX

XX - The Trust considers the names and contact details requested exempt under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees. These members of staff are not of sufficient senior level where there is reasonable expectation that this information would be released into the public domain.

The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details.

The Trust Executive structure chart and details of the above positions is available 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.