

Ref: FOI/GS/ID 7430

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

19 July 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 Digital Communications with Patients.

You asked:

1. Do you use any applications or tools to communicate with your patients digitally?

I am interested in all aspects of patient communication, but particularly:

- Pre- and post-operative communication
- eConsent
- Outpatients
- Emergency Care
- Patient engagement at home
- Patient satisfaction

2. Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients.

3. Do you have performance targets for monitoring patient satisfaction?

4. If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets.

Trust response:

1. No
2. Jane Saunders, Programme Director for EP and Digital transformation
3. The Trust is measured monthly against the National Friends and Family Test. Each month we monitor inpatient, outpatient, Maternity and emergency department areas compliance against this metric. Each area has a different percentage target set due to the number of admissions we have in each area this varies from 12% submission rate to 25% in some areas. We also monitor the score of overall experience received which is consistently over 95% positive.

4. The overall responsibility lies with the Chief Nurse; Jo Haworth. The day to day responsibility for monitoring and reporting on the targets is the Patient Experience Lead. The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details. Information relating to staff that is not currently publicly available on our website will not be released under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees.

The Trust Executive structure chart and details of the above position 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.