

Date: Wednesday, 05th February 2020
Our Ref: MB/KF FOI 4210

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Re: Freedom of Information Request FOI 4210

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 23rd January 2020.

Your request was as follows:

1. Who provides your Friends & Family Test, or is it done in-house?

Here at The Walton Centre NHS Foundation Trust (WCFT) Healthcare communications provides our Friends & Family Test.

2. Do you use a real time reporting tool?

No.

3. When does the contract end?

This contract Ends October 2020.

4. What is the annual value (£) of contract?

The FFT renewal is £3,400, however the annual spend with the vendor is £7,477.40 after including postcard, survey and messaging costs.

5. Do you do localised surveys?

Yes.

6. If so, who do you do use?

This is an in house survey.

7. How are these surveys delivered?

SMS

Online / tablet

Paper

Kiosk

This is delivered on a tablet.

8. Do you use a real time reporting tool?

No.

9. When does the contract end?

N/A.

10. What is the annual value (£) of contract?

N/A

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4210 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information