

Date: Tuesday, 01st June 2021
Our Ref: MB/SS FOI 4730

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Re: Freedom of Information Request FOI 4730

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 10th May 2021.

Your request was as follows:

What percentage of consultations were carried out in April 2021 via:

- Phone
- Video
- Face-to-face

Phone - 44.24%

Video - 27.03%

Face-to-face - 28.73%

Did you carry out any patient satisfaction survey on each of the channels in April 2021:

- Phone
- Video
- Face-to-face

[Yes these were carried out face to face adhering to social distancing measures.](#)

Did you introduce digital services (either as new services or expanding into new departments) as a response to the pandemic?

- Yes(Highlight below):
- Telephone consultations
- Video consultations
- Online appointment booking/management
- E-prescription services

[Telephone consultations](#)

[Video consultations](#)

What are the most common barriers to technology use within your trust?

- The service requires face-to-face interactions
- The staff member is unable to use the technology
- The patient is unable to use the technology
- Lack of funding

•Other (please explain)

The service requires face-to-face interactions

The patient is unable to use the technology

Are you collecting patient feedback following interactions with the digital services you offer?

•Yes - feedback obtained for all services

•Feedback obtained for some services:

•Telephone consultations

•Video consultations

•Online appointment booking/management

•E-prescription services

•No - we are not collecting this feedback

•If no - do you plan to introduce this feedback data collection in the next six months? Yes/No

•If yes - how do you collect feedback?

No - we are not collecting this feedback - no we do not plan to introduce this feedback data collection in the next six months.

Did you stop your FFT during the pandemic when the requirement to submit data was paused?

•If yes - why?

•If no - why?

Yes as not required to report as directed by Department of Health.

Will you be deploying PIFU?

Yes.

Will you be collecting feedback on PIFU?

Yes.

Who is your FFT supplier?

Healthcare Communications.

If the FFT contract is outsourced, when was the contract initiated?

October 2013.

When does the FFT contract with your current supplier end?

October 2021.

What is the expected value of this contract (£)?

Circa 6k per annum.

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

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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 4730 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