

Date: Thursday, 30th June 2022
Our Ref: MB/CM FOI 5199

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Re: Freedom of Information Request FOI 5199

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 06th June 2022.

Your request was as follows:

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

- Pre- and post-operative communication - Attend Anywhere
- eConsent - Attend Anywhere
- Outpatients - Attend Anywhere
- Emergency Care - N/A
- Patient engagement at home - Healthwatch via Zoom/MS Teams
- Patient satisfaction - Friends and Family Test online QR code

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

The Communications and Marketing Manager and Head of IM&T.

Also, do you have performance targets for monitoring patient satisfaction?

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

Yes - Head of Patient and Family Experience.

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 5199 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