



26 June 2017

Information Rights & Compliance Team
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL

Tel: 01727 804954
Email: foi@hpft.nhs.uk

Our Ref: FOI 2613

Thank you for your request concerning all our patient experience/feedback contract.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

- 1. Who is your current supplier of patient experience/feedback services?**
We have a contract with Membership Engagement Services.
- 2. What is the value of the contract?**
The value of this contract is £75k over 3 years with a 4 year option.
- 3. Renewal date of current contract**
The renewal date is 2018.
- 4. Contact details of officer responsible for the contract**
James Holland our Inclusion & Engagement Team Manager is responsible for the contract. He can be contacted on james.holland@hpft.nhs.uk
- 5. Details/description of service provided by current supplier**
They provide us with online survey system, data analysis, action posters, SMS (unused) and an app.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

