

7 November 2019

Information Rights & Compliance Team  
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Our Ref: FOI/03433

Thank you for your request concerning patient communications.

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

**1. Do you use a Patient Appointment reminder service. If Yes, please complete the attached questionnaire.**

Please see attached completed questionnaire as requested.

The below table shows the Contract Value of both our Patient Reminder Service and Friends and Family Test.

	<b>Contract Value</b>	<b>Duration</b>	<b>Additional Costs</b>
Patient Reminder Service	£2,000 approximately	There is no duration	Not applicable
Friends and Family Test	£15,400	2 years	£2,000 Annual Service fee plus outbound text messages (depending on numbers)

The Trust regards the breakdown of these contracts to be commercial sensitive under Section 43(2) of the Freedom of Information Act<sup>1</sup>.

Information is exempt if disclosure would, or would be likely to prejudice the commercial interests of any person, including the public authority holding the information. This is a qualified exemption and therefore subject to the public interest test. We have considered the reasons for and against disclosure below:

**Reason in favour of disclosure**

There is considerable interest in ensuring the Trust is transparent about its spending of public money at a time when public finances are under considerable scrutiny.

There is some interest in the contract for these services and ensuring that the Trust is getting value for money.

<sup>1</sup> Section 43 – Information that constitutes a trade secret or may prejudice commercial interests.

**Reason against disclosure**

The Trust is obliged to protect its commercial relationships with third parties; they must have confidence that their commercial information is secure when provided to the Trust. The release of this information is likely to prejudice our on-going relationship with these providers.

Furthermore, the suppliers would be placed at an additional competitive disadvantage as other providers would also have access to this information which could then be used to distort prices to the detriment of the supplier and ultimately us.

The Trust has released the contract value which we feel satisfies our transparency obligations.

We reached the view that, on balance, the public interest is better served by withholding this information under Section 43 (2) of the Freedom of Information Act.

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](#).

