

27 August 2021

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

Tel: 01727 804954
Email: Hpft.foi@nhs.net

Our Ref: FOI/03993

Thank you for your request concerning Digital Services.

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

Freedom of Information Request – May 2021

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

	%
○ Phone	46
○ Video	12
○ Face-to-face	42

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

- **Phone** – see below
- **Video** – link to survey is provided at the end of every consultation on Attend Anywhere
- **Face-to-Face** – see below

Routine satisfaction surveys / service user feedback is gathered by services under “Having Your Say” programme which is on-going, using paper and electronic questionnaires. No specific / targeted survey in April 2021.

3. **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** - telephone consultations were in occasional use across departments prior to pandemic but expanded rapidly as an immediate response to pandemic with on-going use where appropriate
 - **Video consultations** - Yes
 - **Online appointment booking/management** - No
 - **E-prescription services** - No

4. **Who are your suppliers for:**
- **Telephone consultations** – Not applicable
 - **Video consultations** – Attend Anywhere, Zoom and Microsoft (Teams)
 - **Online appointment booking/management** – Not applicable
 - **E-prescription services** – Not applicable
5. **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)**

This information is not held in a reportable format¹.

6. **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**

Yes

7. **If yes, how do you collect feedback?**

As above, link for feedback questionnaire on Civica Experience platform routinely provided after every consultation on Attend Anywhere but not for consultations on Microsoft Teams or by telephone.

8. **Did you stop your FFT during the pandemic when the requirement to submit data was paused?**
- **If yes, why?**
 - **If no, why?**

No – we stopped the use of paper surveys for infection prevention and control purposes, but continued to use digital methods, emailing links and QR codes. Our data collection is automated and there was no extra pressure on front line services. We were keen to ensure continuity in our FFT data collection.

9. **Will you be deploying PIFU?**

Not applicable; elements of this model already in practice.

10. **Will you be collecting feedback on PIFU?**

Not applicable

11. Who is your FFT supplier? -

Civica Engagement Solution.

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

01/09/2020

13. When does the FFT contract with your current supplier end?

31/08/2023.

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

£16,480

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](#).

