

29 March 2022

Information Rights & Compliance Team
99 Waverley Road
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AL3 5TL

Tel: 01727 804954
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Our Ref: FOI/04284

Thank you for your request concerning patient and staff insight and feedback.

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

We are looking to update our records to ensure that we make timely contact in the future in relation to Patient and Staff Insight and Feedback programmes. We would therefore be grateful if you could respond to the following questions by return email and at the earliest opportunity.

Can you answer the three questions for each of the below surveys:

Can you provide details of your current supplier :

Can you provide details of the current renewal/end date of this contract?

Who is the main point of contact for this contract and their title and contact details?

1. CQC patient surveys:

a. Urgent and Emergency Care

Not applicable.

b. Children and Young Peoples Inpatient

Current supplier : In-House Survey

Contract renewal/end date: Not applicable

Main point of contact: All our management contact details can be obtained through Binley's Database of NHS Management¹.

c. Community Mental Health

Current supplier: IQVI

Contract renewal/end date: annual contract

Main point of contact: All our management contact details can be obtained through [Binley's Database of NHS Management](#)¹.

¹ Section 21 – Information is available through other means

d. Adult Inpatient

Current supplier : In-House Survey

Contract renewal/end date: Not applicable

Main point of contact: All our management contact details can be obtained through [Binley's Database of NHS Management¹](#).

e. Maternity

Not applicable.

2. NHS PROMs (patient Reported Outcome Measures) for hip and knee replacements

Not applicable.

3. NHS National Staff Survey

Current Supplier: Picker

Contract renewal/end date: July 2023

Main point of contact: All our management contact details can be obtained through [Binley's Database of NHS Management¹](#)

4. Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey)

Current Supplier: Civica

Contract renewal/end date: August 2023

Main point of contact: All our management contact details can be obtained through [Binley's Database of NHS Management¹](#)

5. Patient Friends and Family Test.

Current Supplier: Civica

Contract renewal/end date: August 2023

Main point of contact: All our management contact details can be obtained through [Binley's Database of NHS Management¹](#)

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](#).

