

17 June 2022

Information Rights & Compliance Team
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Our Ref: FOI/04335

Thank you for your request concerning Digital Communication With Patients.

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

**1. 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**

We are a mental health and learning disabilities Trust and some of these categories do not apply to our services. However, we use the following applications which we believe fall in this general category:

- BlueBox from Solcom for remote monitoring
- Questlink from Philips for digital outcomes and assessments
- Microsoft Teams and Zoom for video conferencing
- Hybrid Mail solution from Healthcare Communication for digital letters and SMS messages
- Patient experience software from Civica for the nationally mandated Friends and Family Test as well as other surveys

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

Hakan Akozek, our Director of Innovation and Digital Transformation is responsible for the development of digital communications with patients.

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

Yes we do.

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

Lara Hardwood, our Experience Manger is responsible for the monitoring and reporting of targets for patient satisfaction.

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](#).

