

Freedom of Information Act Disclosure log - Reply Extract

File reference	W21FOI081
Key words	Phone, Video and Face to Face Consultations, Patient Initiated Follow Ups
Date of release	28/05/2021
Attachments	No

You asked

1. What percentage of consultations were carried out in April 2021 via:
 - Phone = 30.5%
 - Video = 1.86%
 - Face-to-face = 67.65%

2. Did you carry out any patient satisfaction survey on each of the channels in April 2021:
 - Phone = Yes
 - Video = Yes
 - Face-to-Face = Yes

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
 - Video consultations
 - Online appointment booking/management
 - E-prescription services

4. Who are your suppliers for:
 - Telephone consultations
 - Video consultations – Attend Anywhere
 - Online appointment booking/management
 - E-prescription services

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)

The Trust does not hold this information.

6. Are you collecting patient feedback following interactions with the digital services you offer?

- **Feedback obtained for some services:**

- **Telephone consultations**
- **Video consultations**
- **Online appointment booking/management**
- **E-prescription services**
- **If no - do you plan to introduce this feedback data collection in the next six months?**

Not applicable

- **If yes, how do you collect feedback?**

Via online and paper surveys

7. Did you stop your Friends and Family Test (FFT) during the pandemic when the requirement to submit data was paused?

No

- **If yes, why?** Not applicable
- **If no, why?**

FFT data is part of the Trust's ongoing quality assurance and improvement programme.

8. Will you be deploying Patient Initiated Follow Ups (PIFU)?

Yes. The Trust already has PIFU established within some specialties.

9. Will you be collecting feedback on PIFU?

A plan to action this is in development.

10. Who is your FFT supplier?

IQVIA

- 11. If the FFT contract is outsourced, when was the contract initiated?**

01/04/2018

- 12. When does the FFT contract with your current supplier end?**

31/03/2022

- 13. What is the expected value of this contract (£)?**

£54,500 ex VAT per annum

Attachments included: No