Freedom of Information Request

Reference Number: EPUT.FOI.18.508
Date Received: 12 April 2018

*Note to Applicant: As of 1 April 2017, North Essex Partnership University NHS Foundation Trust (NEP) and South Essex Partnership University NHS Foundation Trust (SEPT) merged to form one new organisation known as Essex Partnership University NHS Foundation Trust (EPUT).

Information Requested:

Please provide details of the patient experience surveys and measurements in place:

1. Do you have a monthly target response rate targets set for your The Friends and Family Test? If so please indicate on the table below

<table>
<thead>
<tr>
<th>FFT Area</th>
<th>Response Rate Target</th>
<th>Current Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outpatient</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Admissions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daycase</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Dept</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maternity (Birth)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other: (please state)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Essex Partnership University NHS Foundation Trust is a Mental Health, Learning Disability and Community Services Trust and therefore the above does not apply.

For a breakdown of our scores for Mental Health, Specialist Mental Health and Community Health Services, please visit our website at https://eput.nhs.uk/ and go to the Patient Experience page.

2. What survey channels do you use to ask The Friends and Family Test?

<table>
<thead>
<tr>
<th>Survey Channel</th>
<th>Is this channel used? Y/N</th>
<th>Annual Volume</th>
<th>Cost per unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text</td>
<td>N</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>IVR/IVM</td>
<td>Not aware of this medium</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Agent calls</td>
<td>N</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Online surveys</td>
<td>Y</td>
<td>6829</td>
<td>*</td>
</tr>
<tr>
<td>Paper</td>
<td>Y</td>
<td>22</td>
<td>*</td>
</tr>
<tr>
<td>Kiosk</td>
<td>N</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Other: (please state)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please note the annual volume is for June 2017 to March 2018 as the Trust does not hold the breakdown prior to this date.

* The Trust believes that cost per unit price is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests).
3. How do you promote The Friends and Family Test to patients?
   - Staff handing out the forms when they interact with patients
   - Survey boxes on the wards and in clinics
   - Members of the Patient Experience Team and volunteers attending various clinics to encourage completion of the FFT and satisfaction survey
   - We published our results on our website and invite service users to complete surveys online

Adhering NHS England compliance

4. When surveying patients by text, how do you ensure there is no charge to the end user to respond?
   Please see response to question 2 we do not currently use text messaging

5. Are you using a dedicated short code for your text messaging patient feedback?
   Please see response to question 2 we do not currently use text messaging

Supplier details

6. The Friends and Family Test suppliers of the above services:
   a. Expected contract length?
      Three years
   b. Contract review date:
      May 2017 – after first contract year
   c. Details of the implementation costs and on-going support costs:
      The Trust believes that cost per unit price is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests).
   d. Any other associated costs to The Friends and Family Test?
      The Trust believes that cost per unit price is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests).
   e. Details of the processes followed to procure The Friends and Family Test?
      Invitation to Quote
   f. Details of the channels used to publish notification of procurement for The Friends and Family Test?
      Companies able to provide the Trust requirements were invited to submit a quote in line with Trusts SFIs

Local surveys

7. Does the Trust carry out local surveys?
   Yes

8. What survey channels do you use to carry out local surveys? (please circle all that apply)

<table>
<thead>
<tr>
<th>Survey Channel</th>
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<th>Volume</th>
<th>Cost per unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>IVR/IVM</td>
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<td></td>
</tr>
</tbody>
</table>

Please see the response to question 2.

9. How often does the Trust carry out local surveys? (please circle)
   Monthly

10. If not, does the Trust intend to in the future?
    N/A

11. If Local surveys are outsourced, what supplier(s) is used?
    Please see responses above

12. Expected contract length?
    Please see responses above

13. Contract review date?
    Please see responses above

14. Details of the implementation costs and on-going support costs:
    Please see responses above

15. Details of any other costs associated to carrying out Local surveys?
    Please see responses above

16. Details of the processes followed to procure Local surveys?
    Please see responses above

17. Details of the channels used to publish notification of procurement for local surveys?
    Please see responses above

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**Applied Exemption:**

**Section 43: Commercial interests**

(1) Information is exempt information if it constitutes a trade secret.

(2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

(3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2).