

Freedom of Information Request

Reference Number: [EPUT.FOI.23.2890](#)
Date Received: 23 March 2023

Information Requested:

Do you use any applications or tools to communicate with your patients digitally?

1. I am interested in all aspects of patient communication, but particularly:

- Pre- and post-operative communication
- eConsent
- Outpatients
- Patient engagement at home

The Tools the Trust uses to communicate with patients digitally are virtual meetings held via Microsoft Teams calls. The Trust also uses pre and post communication with patients digitally via email and Microsoft forms.

2. Patient satisfaction

[IWANTGREATCARE](#)

Please advise of

3. The individual(s) (name and/or job title) with responsibility for developing digital communications with patients.

[Amy Poole, Head of Patient Experience deals with patient satisfaction](#)

[Adam Whiting, Deputy Director of ITT deals with digital services, virtual wards, virtual appointments](#)

4. The contract award date and renewal date for such services

Name: [IWANTGREATCARE](#)

Award Date: [March 2021](#)

Renewal Date: [1 April 2027](#)

5. The suppliers presently providing such software solutions and contract values

[IWANTGREATCARE 36 Month contract from 01/04/2023](#)

[£96,897](#)

The Trust also has another contract but believes that this information 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):

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)

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>