

Freedom of Information Request

Reference Number: EPUT.FOI.22.2489
Date Received: 06.05.2022

Information Requested:

1. Do we use any applications or tools to communicate with our patients digitally?
The Patient Experience Team use email and Microsoft teams to communicate with patients. They also signpost to iWGC digital platforms i.e. FFT online form.
2. Interested in all communication types, but the following in particular:
 - Pre- and post-operative communication
Prior to patients taking part in an involvement opportunity they would view an online activity description form which includes details of the activity.
 - eConsent
We request e-consent via a consent form which is sent via email to patients. Consent may also be requested via our volunteer online management site; Kinetic.
 - Outpatients- N/A
 - Emergency Care
The patient experience team are included within the development meetings for the new ED service. Currently this work is still in progress.
 - Patient engagement at home
Since the pandemic, the majority of patient involvement activities take place via Microsoft teams, which patients access from home.
 - Patient satisfaction
Patients are given the opportunity to complete the Friends and Family Test online via the iWGC website. Patients are directed to this website on patient letters and posters visible within inpatient areas. Utilising a SMS solution is still in progress.
3. Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients.
Matt Sisto – Director of Patient Experience
Amy Poole – Head of Patient Experience
4. Also, do you have performance targets for monitoring patient satisfaction?
We do not have a specified target for patient satisfaction, however we are currently aiming to continuously increase our rate of FFT responses.

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

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>