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2nd December 2015

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/15/11/07.

You requested the following information:

Please provide details of the Trust's current Friends and Family Test supplier/system:

1. When the service was implemented and the specialties included?

October 2014; 'see and treat' and Patient Transport Service patients.

2. Monthly values for the numbers of patients surveyed?

The total number of patients eligible to respond per month is approximately 60,000; the average number of responses received in the 12 months from October 14 – September 15 was 32.

3. Specific details of any aims/targets set for the Friends and Family Test and whether or not these have been achieved?

The Trust has set no specific aims/targets for the FFT.

4. Details of any patient complaints or technical difficulties encountered whilst the service is in operation?

None have been received.

6. Does the Trust survey patients by SMS?

An SMS number is provided (publicised on our leaflet) for patients to text their response to if they wish to; we do not use text messages to solicit responses.

7. Where are the SMS carriers servers located?

In the United Kingdom.

If the service uses automated IVR/IVM (Interactive Voice Response/Interactive voice Messaging) calls;

8. Where are the servers that undertake these calls located?

In the United Kingdom.

9. Do the IVR servers process patient identifiable data?

No.

If the service uses agent calls; Not applicable

10. What percentage of the overall service outcomes are completed by an agent?

Not applicable

11. What information do agents have access to?

Not applicable

12. Are all agents making the calls based in a call centre?

Not applicable

13. Where are the call centres situated?

Not applicable

14. If not what percentage of calls are made by home workers?

Not applicable

15. Geographically, where are the home based workers?

Not applicable

16. What security measures are in place to prevent home-based workers from replicating data locally?

Not applicable

17. Are all home based staff CRB checked?

Not applicable

18. Have you received any complaints at all regarding the agent call service (including but not limited to: manner, tone, ability to understand accents or dialects)?

Not applicable

19. Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Board?

Not applicable

21. How do you keep personal information secure when transferring to a third party supplier?

Not applicable

Supplier Details

Please provide details of:

25. Suppliers(s) of the above services:

I have to advise that I am unable to provide this information on the basis of the exemption contained within s43 (2) of the FOI Act (Commercial Interests). The Trust accepts that there is a public interest in how public money is spent; however there is also a need to withhold information that would prejudice the commercial interest of the Trust and/ or third parties. In assessing the public interest, the Trust takes the view that this would be the case in this instance. The Trust considers that this information, in conjunction with other information that might already or will be in the public domain, could lead to the commercial interests of the Trust together with the companies we use being adversely affected.

26. Expected contract length:

Ongoing

27. Contract review date:

28. Cost of contract:

29. Details of the implementation costs and on-going support costs:

Service = £250 per month; Cost of each telephone number (there are two) = £15 per month

30. Details of the processes followed to procure The Friends and Family Test?

Recommended by another Trust

31. Details of the channels used to publish the notification of procurement, for the Friends and Family Test service?

Not published.

Paper Surveys

32. Does the Trust use paper cards to survey patients and if so what departments?

No

33. Who keys in the data from paper surveys?

Not applicable

34. If this is outsourced, what company input this information?

Not applicable

Local surveys

35. Does the Trust carry out local surveys?

Yes

36. If so, what methods are used to survey patients?

Postal questionnaire surveys.

37. If outsourced, what supplier is used?

Undertaken completely in house

I hope you find this information helpful.

If, for whatever reason you are unhappy with our response, you are entitled to pursue any dissatisfaction through South East Coast Ambulance NHS Foundation Trust's (SECamb) Internal Review Procedure at:

South East Coast Ambulance Service NHS Foundation Trust
40-42 Friars Walk
Lewes
East Sussex
BN7 2XW
Email: complaints@secamb.nhs.uk

Should you remain unhappy with the outcome of any such internal review, you may request a decision from the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If I can be of further assistance to you, please do not hesitate to contact me, quoting the above reference number.

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust