

Freedom of Information Request

Ref: 23-213

28 March 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

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

The Trust currently uses the DrDoctor patient engagement platform (PEP), this has a number of functions which include SMS/email messaging to notify patients about appointments, support to deliver video consultations and enable patients to respond to SMS messages (yes/no questions) as well as supporting digital surveys and questionnaires answered via a patient portal. Over the next few months, we are in the process of implementing the ability to text patients when there is an appointment letter for them to read/download from the patient portal.

We intend to link our PEP with the NHS Wayfinder programme which will allow patients to access their appointment data from DrDoctor via the NHSApp.

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

- Pre- and post-operative communication

The patient engagement platform enables patients to complete pre or post appointment assessments and surveys, we are in the early stages of implementation of this functionality

- eConsent

Currently not digital.

- Outpatients

As above, we use DrDoctor to send appointment notifications to patients using SMS or email and provided video consultations

We are working towards providing patients with the opportunity to read their letters via the online portal as an alternative to paper post.

We are working with specialties to create online assessment forms which can be used in a number of scenarios such as before a clinic appointment or after a clinic, or on an adhoc basis

to collect patient data relating to their treatment pathway

In a later phase of the implementation, the same system will enable appointment rescheduling and patient initiated follow up

Remote appointments for groups of patients meeting at the same time are delivered using MS Teams meetings

- Patient engagement at home

Focus groups have been undertaken via Microsoft Teams.

A Virtual Clinic platform is used to deliver patient appointments.

- Patient satisfaction

Patients are offered the opportunity to respond to the Friends and Family Test, CQC / Picker National Patient Surveys and other Trust local surveys digitally (via smartphone and/or website).

Please advise of

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

Chief Clinical Information Officer

- the suppliers presently providing such software solutions and contract values

DrDoctor, £1,043,860

- the contract award date and renewal date for such services

April 2022- April 2027 (or April 2029)

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be

contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust