

Freedom of Information Request

Ref: 21-255

24 May 2021

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

- **What percentage of consultations were carried out in April 2021 via:**
 - Phone/Video - 30%
 - Face-to-face - 70%

- **Did you carry out any patient satisfaction survey on each of the channels in April 2021:**
 - Phone - Yes
 - Video - Yes
 - Face-to-Face - Yes

- **Did you introduce digital services (either as new services or expanding into new departments) as a response to the pandemic?**
 - Yes (highlight below):
 - Telephone consultations
 - Video consultations
 - Online appointment booking/management
 - E-prescription services

- **Who are your suppliers for:**
 - Telephone consultations - Cisco Webex
 - Video consultations - Attend anywhere
 - Online appointment booking/management - Not applicable
 - E-prescription services - Phillips & System C

- **What are the most common barriers to technology use within your trust?**
 - The service requires face-to-face interactions ✓

- The staff member is unable to use the technology
- The patient is unable to use the technology
- Lack of funding
- Other (please explain)

● **Are you collecting patient feedback following interactions with the digital services you offer?**

○ **Yes - feedback obtained for all services**

○ **Feedback obtained for some services:**

- Telephone consultations - Yes
- Video consultations - Yes
- Online appointment booking/management – Not applicable
- E-prescription services – No

○ **No - we are not collecting this feedback**

■ **If no - do you plan to introduce this feedback data collection in the next six months? yes/no**

No

● **If yes, how do you collect feedback? SMS / postal survey / online**

● **Did you stop your FFT during the pandemic when the requirement to submit data was paused? - Yes**

○ **If yes, why?** - In line with National guidance from NHS England and Improvement and a decision by the Chief Nurse at University Hospitals Bristol & Weston NHS Foundation Trust. Resumed in December 2020 in line with NHSE/I guidance.

○ **If no, why?** - Not applicable

● **Will you be deploying PIFU? - Yes**

● **Will you be collecting feedback on PIFU? - Yes**

● **Who is your FFT supplier? - Accredited third party supplier - Patient Perspective**

● **If the FFT contract is outsourced, when was the contract initiated? - 26.06.2014**

● **When does the FFT contract with your current supplier end? - Rolling contract**

● **What is the expected value of this contract (£)?** - This is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore we are withholding this information at this time.

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:

Director of Corporate Governance
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