

Freedom of Information Request

Ref: 22-249

26 May 2022

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 hold some of the information you are requesting

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

The Trust currently uses the 'Envoy' messenger product to send automated appointment reminders to patients.

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

- Pre- and post-operative communication

Currently not digital.

- eConsent

Currently not digital.

- Outpatients

As above, we use Envoy messenger to send appointment reminders to patients. We are in the process of deploying a product called 'DrDoctor'. Which hosts virtual consultations and will also; replace the use of Envoy messenger, enable SMS responses messages (yes/no) digital survey's and questionnaires and a provide a patient portal which provides patients access to their letters electronically.

- Emergency Care

No digital communications at present.

- 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.

Clinical Systems Development Manager.

Also, do you have performance targets for monitoring patient satisfaction?

The Trust has three patient experience targets set for 1) inpatient experience, 2) outpatient experience and 3) kindness and understanding (a question from our monthly survey programme). These are monitored routinely and reported to the Trust's Patient Experience Group, Quality Outcomes Committee and Trust Board.

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

The Chief Nurse is the Executive Lead for patient experience. The Trust's Patient Experience Manager has responsibility for routine monitoring and reporting on these targets.

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