

Freedom of Information Request

Ref: 24-598

5 August 2024

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

1) Do you use a tool for Surveys? (a survey tool would help to create the survey, design the questions, distribute the survey, drive responses, and build out reports and insights into the data)

Yes

2) If so, which supplier do you use for this tool?

IQVIA Connection

Picker Europe

3) How much do you spend annually on a Survey Tool?

IQVIA Connection: £23,000 +VAT per annum

TPicker Europe: Approximately £10k per annum

4) Which month & year does your contract with your supplier end?

IQVIA Connection October 2026

Picker Europe March 2025

5) Who is the budget holder for this contract?

IQVIA Connection: Head of Experience, Care and Inclusion

Picker UK: Organisational Development team

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