

Freedom of Information Request

Ref: 25-184

31 March 2025

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. Are you currently using a 3rd party provider platform to manage the FFT surveys?, if so please provide the name?

Patient Perspective

2. Actual spend from the Start of the contract to the current date with costs detailed per annum.

2020/2021: Contract paused due to the Covid-19 pandemic

2021/22: £25,635

2022/23: £26,755

2023/24: £28,939

2024/25: £29,995

Please note we can only provide the spend information from 2021.

3. Initial Start date of the contract?

1st February 2013.

4. Expiry date of the original contract?

15th April 2014

5. Is there an extension option in the contract? How many extension terms are available? and what stage of extensions are you currently on?

We have never formally extended this contract beyond the original contract extension and have been working on the basis of a rolling agreement with Patient Perspective with a view to do a joint procurement with North Bristol NHS Trust for FFT in the future as part of the hospital group model development.

6. If nearing extension has a decision been made on extending the contract and to what period?

No

7. The pay bands of staff and Whole Time Equivalents directly responsible for the management of the Friends and Family Test.

The management of FFT within the Trust is carried out by 0.1FTE Band 5

8. Kindly advise on all the methods of collecting feedback used: (For example, online survey, telephone survey, sms outbound and inbound, paper forms). Annual volumes of each.
Online, sms and paper

9. Name & Job Title of the senior staff (outside of procurement) responsible for this contract?

Matthew Areskog, Head of Experience of Care and inclusion

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

