

FOI REF: 24/835

3<sup>rd</sup> December 2024

Tel: 0300 131 4500  
Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

- 1. Are you currently using a 3rd party provider platform to manage the FFT surveys?,**

Yes.

- I. if so please provide the name?**

[Healthcare Communications LTD.](#)

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

Whilst the Trust holds the information requested, it is applying a Section 43(2) exemption in relation to this part of the request as the release of the information is likely to prejudice commercial interests of third parties. This is because release of the information could be detrimental to their competitive position in the market.

In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

We have concluded that sharing commercials could disadvantage the incumbent supplier against their competitors. The information could provide competitors with the suppliers pricing, which could result in these suppliers obtaining a competitive advantage which could result in the Trust not obtaining best value for money.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

**3. Initial Start date of the contract?**

3<sup>rd</sup> June 2024.

**4. Expiry date of the original contract?**

2<sup>nd</sup> June 2025.

**5. Is there an extension option in the contract?**

Yes, 1 x 12 months.

**I. How many extension terms are available?**

1.

**II. and what stage of extensions are you currently on?**

Not applicable.

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

Not applicable.

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

The role of serving/managing the FFT is not a stand-alone role, and the staff serving/managing the FFT also have non-FFT duties. The pay bands of staff and the WTE's of these staff are Band 6 (1.0 WTE) and Band 5 (1.2 WTE), but these amounts of staffing levels are not solely for FFT – I would estimate that around 35% of the time of the Band 6 and 10% of the time of the Band 5 roles serve/manage FFT.

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

The FFT is available to patients to complete by various methods; these are set out below with volumes of FFT's received based on activity for September FFT's and as at mid-October when we completed our reporting:

SMS = 7,765

IVM (Interactive Voice Message) automated telephone service = 823

Online Survey (accessed via a URL or QR code) = 1,533

Paper = 2,296

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

Amy Pain, Head of Patient Experience.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)