

FOI 036/2021 Response

Request

1. What percentage of consultations were carried out in April 2021 via:
 - Phone
 - Video
 - Face-to-face

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

3. 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

4. Who are your suppliers for:
 - Telephone consultations
 - Video consultations
 - Online appointment booking/management
 - E-prescription services

5. 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)

6. 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
 - Video consultations
 - Online appointment booking/management
 - E-prescription services

- 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
- 7. If yes, how do you collect feedback?
- 8. Did you stop your FFT during the pandemic when the requirement to submit data was paused?
 - If yes, why?
 - If no, why?
- 9. Will you be deploying PIFU?
- 10. Will you be collecting feedback on PIFU?
- 11. Who is your FFT supplier?
- 12. If the FFT contract is outsourced, when was the contract initiated?
- 13. When does the FFT contract with your current supplier end?
- 14. What is the expected value of this contract (£)?

*FFT is the Friends and Family Test, and PIFU stands for Patient Initiated Follow Ups - more info on this here <https://www.england.nhs.uk/outpatient-transformation-programme/patient-initiated-follow-up-giving-patients-greater-control-over-their-hospital-follow-up-care/>

Response

1. What percentage of consultations were carried out in April 2021 via:

- Phone
- Video
- Face-to-face

Please see table below and note the following:

- The data is presentative of consultations that have taken place in April 2021.
- The data is in relation to consultations that have taken place for all Trust services.
- Due to Covid-19 and the unprecedented demands faced by the Trust, along with a shift in patient preferences and needs, the Trust now include the medium of Telemedicine (Video) or Telephone (where the duration for VID or TEL has to be the minimum 15 minutes) as a consultation.

Contact Type	Percentage of Contact
Email	4%
Face to face	59%
Video	18%
Telephone	19%

2. Did you carry out any patient satisfaction survey on each of the channels in April 2021:

- Phone
- Video
- Face-to-Face

Trust wide surveys of this nature were not completed in April 2021.

3. 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
Yes
 - Video consultations
Yes
 - Online appointment booking/management
No
 - E-prescription services
No

4. Who are your suppliers for:

- **Telephone consultations**
Involve / EE
- **Video consultations**
Microsoft / Zoom
- **Online appointment booking/management**
N/A
- **E-prescription services**
N/A

5. 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)**

To a varying degree, all of the listed barriers to technology is a common issue faced by the Trust and patients.

However, the most predominant issue faced by patients is the lack of access to technology, this is a particular issue faced in Old Age Psychiatry.

6. Are you collecting patient feedback following interactions with the digital services you offer?

Currently the Trust is not collecting patient feedback following interactions with the digital services, and there are no plans to initiate this work.

7. If yes, how do you collect feedback?

Please refer to the response in question 6.

8. Did you stop your FFT during the pandemic when the requirement to submit data was paused?

Yes, this is because the requirement to submit data was put on hiatus to respond to Covid-19 and the unprecedented demands on the Trust.

9. Will you be deploying PIFU?

No

10. Will you be collecting feedback on PIFU?

N/A

11. Who is your FFT supplier?

N/A as FFT is not outsourced but rather carried out internally.

12. If the FFT contract is outsourced, when was the contract initiated?

Please refer to the response in question 11.

13. When does the FFT contract with your current supplier end?

Please refer to the response in question 11.

14. What is the expected value of this contract (£)?

Please refer to the response in question 11.