

Freedom of Information Team
Post Room
Queen Alexandra Hospital
Southwick Hill Road
Portsmouth
Hampshire
PO6 3LY

Name:
Email:
Date: 07/06/2021
Ref: 21-22 094

Dear

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 10/05/2021.

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

Please see table below.

	Appointments/Consultations	Percentage
On-site	28075	61%
Telephone	16194	35%
Video	373	1%
Virtual	1071	2%

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

- Phone
- Video
- Face-to-Face

The Trust's patient satisfaction survey undertaken in April 2021 was via video.

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

The Trust did not introduce any of the above digital services in response to the pandemic. Introduction of these services was already in progress at the time of declaration of the pandemic, however, rollout was expanded to include 'new' departments as part of the Trust's response.

4. Who are your suppliers for:

- **Telephone consultations**
- The Trust's telephone engineering service provider is Maintel and the telephone lines are provided by BT and Virgin
- **Video consultations**
Attend Anywhere
- **Online appointment booking/management**
Microsoft Booking
- **E-prescription services**
Wellsky

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)**

The Trust is unable to respond to this question as this requires an expression of opinion, which does not fall under The Freedom of Information Act. The Act covers any recorded information that is held by a public authority. For example, recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings, therefore public authorities can refuse to answer any requests that are asking for statements or opinions

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

Feedback is being collected around video consultations, however, we do not hold information relating to plans for the other services listed above.

If yes, how do you collect feedback?

Video consultation feedback is collected via a webpage at the end of each consultation held at the Trust.

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

If yes, why?

If no, why?

The FFT and the Clinical Audit Service contract is with Healthcare Communications UK Ltd and commenced 01/04/2018. A retender was suspended due to current funding being insufficient to cover the initial tender proposals and then priorities focussed on the pandemic with current extension in place until 31/08/2021.

- **Will you be deploying PIFU?**
Yes.
- **Will you be collecting feedback on PIFU?**
This has not been decided, but it is probable that feedback will be collected.
- **Who is your FFT supplier?**
Healthcare Communications UK Ltd.
- **If the FFT contract is outsourced, when was the contract initiated?**
01/04/2018.
- **When does the FFT contract with your current supplier end?**
31/08/2021.

- **What is the expected value of this contract (£)?**

Current spend on FFT and Clinical Audit is £36k.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team