



Freedom of Information Team
De La Court House
Queen Alexandra Hospital
Southwick Hill Road
Portsmouth
Hampshire
PO6 3LY

Date: 26/04/2022

Ref: 21-22 529

Freedom of Information request

Firstly, please accept our sincere apologies for the delay in providing you with a response.

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 21/01/2022. Please see responses to your requests below.

Can you provide details of your current supplier:

Can you provide details of the current renewal/end date of this contract?

Who is the main point of contact for this contract and their title and contact details?

Can you answer the three questions for each of the below surveys:

1. CQC patient surveys:

a) Urgent and Emergency Care

The supplier is Picker.

The contract end date is July 2024.

Main contact: Hannah Chadwick – Head of Patient Experience:

Hannah.chadwick@porthosp.nhs.uk

b) Children and Young Peoples Inpatient

Please see answer to question a.

c) Community Mental Health

The Trust doesn't have a Mental Health Service.

d) Adult Inpatient

Please see answer to question a.

e) Maternity

Please see answer to question a.

2. NHS PROMs (patient Reported Outcome Measures) for hip and knee replacements.

The supplier is Quality Health.

The contract end date is 10/01/2023.

Main contract: Sue Bradshaw – MSK Matron: susan.bradshaw@porthosp.nhs.uk

3. NHS National Staff Survey

The supplier is Picker.

The contract end date is August 2023.

Samantha Coley - Organisational Development Manager

Samantha.Coley@porthosp.nhs.uk

4. Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey)

This is managed in house.

5. Patient Friends and Family Test.

The supplier is Healthcare Communications.

The contract end date is September 2022.

Main contact: Hannah Chadwick – Head of Patient Experience:

Hannah.chadwick@porthosp.nhs.uk

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