

[freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

20 November 2019

**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0320**

Thank you for your request for information.

Wye Valley NHS Trust responds:

**//////////REQUEST**

Please see attached document for the original questions of the request.

**Please note that external surveys are separate to Friends and Family communications. All patients are asked to complete feedback on their experience.**

Question	Required Response	Response		
Do you use a Patient Appointment reminder service	Y, if Yes please provide either the name of an internal PAS system or the Company name of the external provider	<b>Datix</b>		
What channels do you use to remind patients about their appointments?	For each Channel type please state annual volume and cost per unit, if you do not use a certain channel type please leave blank	Channel Type	Annual Volume	Cost Per Unit
		SMS	<b>Not recorded</b>	<b>15p</b>
		IVR / IVM	<b>Not applicable (NA)</b>	
		Agent Calls	<b>NA</b>	
		Email	<b>Trust run</b>	<b>NA</b>

Glen Burley, Chief Executive

Russell Hardy, Chairman

			service			
		Posted Letters				
Do you currently offer a 'blended' appointment reminder service (use various channels until you reach a patient)?	N – If Y please state what combination of channels do you use and who is the provider					
Can Patients cancel or rearrange appointments using the reminder service?	Y					
When is the Appointment reminder contract due for review	Please state review date	<b>Currently in review.</b>				
Do you currently use Hybrid Mail? (electronic patient notifications that, via a link, directs to an online portal to retrieve letters, notifications etc)	N - If Y please provide the Providers name, annual volume and cost per unit. If the system you use is internal please put internal.	<b>Providers Name</b>	<b>Annual Volume</b>	<b>Cost Per Unit</b>		
When is the Hybrid Mail contract due for review	Please state review date	NA				
Do you currently outsource your Friends and Family Test	N – Please state the name of the provider	<b>All paper based since the Trust has suspended all the contracts for other methods of collection.</b>				
What Channels do you currently use for Friends and Family Test	Please put a Y next to the relevant channel type used for Patient surveys and a S next to the channel type used for Staff surveys ( separated by a / ) Then provide the annual volume and cost paid per unit for each of Patient and Staff (separated by a / )	<b>CHANNEL TYPE</b>	<b>Channel Type</b>	<b>Used (Y/N)</b>	<b>Annual Volume</b>	<b>Cost Per Unit</b>
			SMS	NA See above		
			IVR / IVM			
			Agent Calls			
			Email			
			Paper Based			
		Tablet / Ipad				
When is the Friends and Family Test contract due for review	Please state review date	<b>Currently in review.</b>				
Do you use any other messaging? <b>Pre-Op:</b> Messages relating to what patients need to do pre-operation. <b>Post-Op:</b> Medication reminders, general advice. <b>Key Patient Messages:</b> Mental Health / Maternity support, Smoking cessation etc <b>Broadcasts:</b> bad weather / Incidents / appointment cancellations to staff and or patient	If used state: channel used, annual volume, cost per unit.  <b>Email communication used only for bad weather.</b>	<b>Service Type</b>	<b>Channel Type</b>	<b>Annual Volume</b>	<b>Cost Per Unit</b>	
		Pre-Op				
		Post-Op				
		Key Patient Messages				
		Broadcasts	Email			
Do you pay any other fees (Monthly service charge etc) for any of the services mentioned above?	Please state what the fee is for and how much you pay (inc one off set up charges)	<b>The cost for the Trust SMS text messaging system used for staff to alert them when there are issues costs approximately £20 an month and then approximately 15p per text. It is used rarely but the monthly fee is maintained to have the system in a state of readiness when required.</b>				

Please provide the name and role of the person(s) responsible for the implementation and continued running of the services mentioned above	Name, role (contact details if applicable)	<b>Under section 40(ii) of the Freedom of Information Act 2000, this information cannot be shared due to it being personally identifiable data, as defined by the Data Protection Act 2018.</b>

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer  
Wye Valley NHS Trust  
Monkmoor Court  
31-34 Commercial Road  
Hereford  
HR1 2DX  
Email: [freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

If you are not content with the outcome of your complaint, you may 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

Telephone: 01625 545 745 [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

Freedom of Information Coordinator

#### **Re-Use of Public Sector Information**

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of

Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value. Further information can be found at [www.opsi.gov.uk](http://www.opsi.gov.uk) where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at [www.opsi.gov.uk/advice/psi-regulations/index.htm](http://www.opsi.gov.uk/advice/psi-regulations/index.htm)