

freedom.information@wvt.nhs.uk

28 January 2020

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0304

Thank you for your request for information.

Wye Valley NHS Trust responds:

//////////////////////////////////REQUEST

Patient Experience

1. **Who provides your Friends & Family Test, or is it done in-house?**
In house
2. **Do you use a real time reporting tool?**
Yes
3. **When does the contract end?**
Mar 2020.
4. **What is the annual value (£) of contract?**
This information is considered commercially sensitive and is not possible to release under section 43 of the Freedom of Information Act 2000.
5. **Do you do localised surveys?**
Yes
6. **If so, who do you do use?**
Volunteers
7. **How are these surveys delivered?**
Paper
8. **Do you use a real time reporting tool?**
No
9. **When does the contract end?**
NA
10. **What is the annual value (£) of contract?**
This information is considered commercially sensitive and is not possible to release under section 43 of the Freedom of Information Act 2000.

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

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

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 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