



Wednesday, 18 September 2019

Jordan Henshaw  
E.mail: [jordanhenshaw9@gmail.com](mailto:jordanhenshaw9@gmail.com)

Dear Jordan

***Freedom of Information Act Request: Our ref #1782***

Thank you for your FOI request regarding patient experience. Please find our response attached.

I hope that this response answers your request, however please let me know if it does not. If you are unhappy with the Trust's response you can appeal to:

Jo Williams  
Chief Executive  
The Royal Orthopaedic NHS Foundation Trust  
Trust Headquarters  
Bristol Road South  
Birmingham  
B31 2AP

If you then remain dissatisfied, you have the right under section 50 of the Freedom of Information Act to apply to the Information Commissioner to seek resolution to the matter.

Further details can be found on the website: <http://www.informationcommissioner.gov.uk/>

Yours sincerely

**Simon Grainger-Lloyd**  
**Director of Corporate Affairs & Company Secretary**

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## **Patient Experience**

- 1. Who provides your Friends & Family Test, or is it done in-house?**  
iwantgreatcare
- 2. Do you use a real time reporting tool?**  
no
- 3. When does the contract end?**  
August 2021
- 4. What is the annual value (£) of contract?**  
Commercially sensitive information
- 5. Do you do localised surveys?**  
Yes
- 6. If so, who do you do use?**  
In-house
- 7. How are these surveys delivered?**

### **Online / tablet**

### **Paper**

- 8. Do you use a real time reporting tool?**  
no
- 9. When does the contract end?**  
Not applicable.
- 10. What is the annual value (£) of contract?**  
Not applicable.