

Please reply to:

Name: Jeanette Randall
Title: FOI Officer
Email: sash.foi@nhs.net

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By Email

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Our ref: 6996

6 June 2022

Dear Amanda

Freedom of information request

I am writing in response to your request for information which has been handled under the Freedom of Information Act 2000 (FOIA).

Do you use any applications or tools to communicate with your patients digitally?

I am interested in all aspects of patient communication, but particularly:

- Pre- and post-operative communication
- eConsent

We do not use any applications / tools for pre and post-operative communication or eConsent.

- Outpatients - Pathpoint vfc is used in the virtual fracture clinic. It's a text system which sends out links to patient information leaflets and signposts patients to contact the Trust.

- Emergency Care – N/A

- Patient engagement at home – Attend Anywhere used for virtual consultations. Netcall Hub to electronically send patients appointment letters Voodoo for text messaging

- Patient satisfaction

We engage with patients digitally (text messaging) to solicit FFT and Your Care Matters feedback.

Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients. [Katharine Horner - Head of Patient Safety and Risk](#)

Also, do you have performance targets for monitoring patient satisfaction? [We don't have formal performance targets for patient satisfaction, though we do report on our FFT scores.](#)

If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets. [Katharine Horner - Head of Patient Safety and Risk](#)

I hope this information is helpful, but if you are unhappy with our response, or the way in which your request has been handled, you may request an independent internal review. This would be undertaken by an appropriate senior member of staff at the Trust, who were not involved in dealing with your original request. We aim to deal with internal reviews within 20 working days following receipt. If you wish to request one, please set out your grounds for asking for the review in writing and send it by post or email:

By post: Please address your letter to "Freedom of Information – Information Access Appeal" and send it to our address as shown on this letter.

By Email: Emails should be clearly marked 'Information access appeal' and sent to: sash.foi@nhs.net.

Should you remain dissatisfied following an internal review, you would have the right to appeal to the Information Commissioner's Office (ICO). However, I should point out that under section 50 of the Freedom of Information Act, you are obliged to exhaust the Trust's own internal review process before appealing to the ICO. The ICO's contact details are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
<http://ico.org.uk>

We would also welcome your feedback on how well we met your expectations in handling your FOIA request. If you have a couple of minutes, please click on this [link](#) to complete our Freedom of Information Customer Satisfaction Survey and let us know about your experience. The survey is anonymous – unless you choose to provide your reference number.

Please contact me, quoting our reference, if you have any queries concerning this letter and I will be happy to help.

Yours sincerely

Jeanette Randall
FOI Officer