Freedom of Information Report | **FOI / 11925**

Question (dated:12/05/2022)
Requestor Category: Whatdotheyknow

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
- Outpatients
- Emergency Care
- Patient engagement at home
- Patient satisfaction
Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients.
Also, do you have performance targets for monitoring patient satisfaction?
If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets.

Response – Northern Care Alliance NHS Foundation Trust

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

- Pre- and post-operative communication – **Please see below**
- eConsent – **N/A**
- Outpatients – **DrDr Text Reminder Service**
- Emergency Care – **N/A**
- Patient engagement at home – **See below**

- Patient satisfaction – **The Trust sends SMS/IVM out to users asking for feedback following discharge / attending outpatients. There are also QR codes in place in which service users can leave feedback via scanning from their smart devices.**

The Trust has a range of digital communication methods including:

- **National Booking system (q-flow) for vaccination booking**
- **Simplybook for vaccination booking**
- **Dr Doctor – appointments and post appoint surverys**
- **Sharefile - neurology patients can upload videos**

- **Telephone Clinics and Advice Lines**
- **Email contact**
- **Video calling via AccuRx**
- **Online Educational Videos**
- **Virtual Patient Groups**
- **External website www.northerncarealliance.nhs.uk**
- **Quarterly magazine, The Loop, which is produced digitally and in print and therefore is published on our external website.**
- **TV screens and patient TVs promoting campaigns and key messages.**
- **MyCOPD app and the YorkshireScreeningTool for Long Covid. The YST is used regularly, to gather info from opted in patients pre appointment**
- **Physio tools email rehab programme service**

More information about digital projects can be found here:
https://www.northerncarealliance.nhs.uk/digital/community-projects

Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients. **The Trust works collaboratively across the Digital, Patient Access, Engagement and Service teams.**

Also, do you have performance targets for monitoring patient satisfaction? **– No**
The Trust previously had a KPI around Friends and Family Test (FFT) patient experience feedback response rate, however, please follow the link below to view the revised FFT guidance published in September 2019.

Using the Friends and Family Test to improve patient experience

If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets. **N/A**