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Email: [FOI@ydh.nhs.uk](mailto:FOI@ydh.nhs.uk)

01 June 2022

Our ref: FOI 101276 YDH

Category: Patient Experience, Complaints and PALS

Dear Sir/Madam

I am writing to confirm that the Yeovil District Hospital NHS Foundation Trust has now been able to consider the information requested and its disclosure under the Freedom of Information Act 2000.

The information requested and its response is as follows:

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

- Yes

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

**- pre-and post-operative communication**

- We do not have anything for this area

**- eConsent**

- We do not have anything for this area

**- Outpatients**

- FFT SNAP system and text service provided by our information team

**- Emergency Care**

- FFT SNAP system and text service provided by our information team

**- Patient engagement at home**

- Not Applicable, have not carried out work in patients' homes.

**- Patient satisfaction**

- FFT SNAP system and text service provided by our information team

**Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients.**

- Depending on individual request this could be QI Team and/or Involvement Team

**Also, do you have performance targets for monitoring patient satisfaction?**

- Monitor responses and focus on the narrative to influence service change

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

- Engagement / Involvement Team



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## Queries

If you have any queries about the information provided, please contact the Freedom of Information Team on [foi@ydh.nhs.uk](mailto:foi@ydh.nhs.uk) or at the above address in the first instance. Please remember to quote the reference number above in all your communications.

## Internal Review

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed using the letterhead postal address or email [foi@ydh.nhs.uk](mailto:foi@ydh.nhs.uk)

## Information Commissioner

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the organisation concerned. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours faithfully

**Louise Coppin**  
**Head of Information Governance**  
**Data Protection Officer**

