



Date as per e-mail / postmark

Amanda Kelly

Ref: FOI 11090

Legal Services Department

Ambulance Headquarters
Springhill
Brindley Way
Wakefield 41 Business Park
Wakefield
WF2 0XQ

E-mail: yas.foi@nhs.net

Dear Amanda Kelly,

Re. FOI 11090 - Confirmation of deadline

Thank you for your Freedom of Information Act ("FOIA") request made to Yorkshire Ambulance Service NHS Trust, which the Trust received on 12 May 2022.

The information requested is as follows:

1. 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

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

3. Do you have performance targets for monitoring patient satisfaction?

3a. If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets.

The timescale for the Trust to respond to you is by **13 June 2022**. Please note that should the Trust require any clarification in regards to your request this deadline may change. The Trust shall inform you of the new deadline should this change.

The Trust shall endeavour to respond to you before this date where possible. Due to the large number of requests received by the department, the Trust is unable to provide progress information before the timescale is met and your assistance in this regard is greatly appreciated.

Useful information regarding accessing information from public bodies can be located at the Information Commissioner's Office ("ICO") website at:
<https://ico.org.uk/your-data-matters/official-information/>.

If you would prefer this letter in another format, such as another language, large print, Braille or audio file, please contact the Legal Services Department to discuss your requirements.

Yours sincerely,

Legal Services Department
Yorkshire Ambulance Service NHS Trust