

Information Rights Team  
Maglona House  
Unit 68, Kingstown Broadway  
CARLISLE, CA3 0HA  
Direct Line: (01228) 60 8843

Our Ref: FOI 2122 0342

5<sup>th</sup> October 2021

Rita Gillespie  
[request-789320-e2455819@whatdotheyknow.com](mailto:request-789320-e2455819@whatdotheyknow.com)

Good Morning.

## **FREEDOM OF INFORMATION REQUEST – FOI-2122-0342**

In relation to your recent request for information received at this office on Tuesday 7<sup>th</sup> September 2021 regarding Digital Communications with Patients. Please see our response below:

Do you use any applications or tools to communicate with your patients digitally? For example, by a smartphone app?

- Pre- and post-operative communication
- eConsent
- Outpatients

For Point 1 -3 the answer is no

- Emergency Care –

The Trust offers paper surveys which are entered onto IQVIA when returned in the SAE provided by the Patient Experience Team, we also send a SMS text with a web link to IQVIA for the friends and family test question to patients who have visited our A&E departments in the previous week.

- Patient engagement at home

No

- Patient satisfaction –

The Trust use the patient experience tool IQVIA. We offer paper surveys which are entered onto IQVIA when returned in the SAE provided by the Patient Experience Team and we have posters with QR codes on for patients to scan on their smart phone which takes them straight to the survey

via a web link. We also provide a web link when asked for staff to send the survey in an email to patients.

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

Farouq Din, Associate Director of Digital Healthcare

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

The Trust does not have any performance targets set.

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

Sylvia Atherton, Patient Experience Manager is responsible for reporting on patient feedback.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. We use your personal information such as name and address so that we can comply with our legal obligations to respond to FOI requests. For further details about the use of information about you, please see our privacy notice on our the Trust website at <https://www.ncic.nhs.uk/privacy-notice>

Therefore, a version of our response which will protect your anonymity will be posted on our Trust website.

If you have any queries about this letter, please contact the team. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request an internal review of our decision you should write to:

Yvonne Salkeld  
Head of Information Governance / Data Protection Officer  
North Cumbria Integrated Care NHS Foundation Trust  
Maglona House,  
Kingstown Broadway  
Carlisle  
CA3 0HA  
01228 603927

[DPO@ncic.nhs.uk](mailto:DPO@ncic.nhs.uk)

Internal review requests should be submitted within two months of the date of receipt of the response to your original letter.

If you are not content with the outcome of the internal review, you have a right under section 50 of the Freedom of Information Act 2000 to apply for a decision by the Information Commissioner as to whether we have properly dealt with your request. Please note that an application to the Information Commissioner may be refused if you have not exhausted any organisational review (complaint) procedure we provide, if there has been undue delay in making it, if the Information Commissioner considers your application is frivolous or vexatious or if your application has been withdrawn or abandoned. The Information Commission can be contacted at:

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

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Yours sincerely



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