



Wednesday, 18 September 2019

Jordan Henshaw
E.mail: jordanhenshaw9@gmail.com

Dear Jordan

Freedom of Information Act Request: Our ref #1782

Thank you for your FOI request regarding patient experience. Please find our response attached.

I hope that this response answers your request, however please let me know if it does not. If you are unhappy with the Trust's response you can appeal to:

Jo Williams
Chief Executive
The Royal Orthopaedic NHS Foundation Trust
Trust Headquarters
Bristol Road South
Birmingham
B31 2AP

If you then remain dissatisfied, you have the right under section 50 of the Freedom of Information Act to apply to the Information Commissioner to seek resolution to the matter.

Further details can be found on the website: <http://www.informationcommissioner.gov.uk/>

Yours sincerely

Simon Grainger-Lloyd
Director of Corporate Affairs & Company Secretary

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Patient Experience

- 1. Who provides your Friends & Family Test, or is it done in-house?**
iwantgreatcare
- 2. Do you use a real time reporting tool?**
no
- 3. When does the contract end?**
August 2021
- 4. What is the annual value (£) of contract?**
Commercially sensitive information
- 5. Do you do localised surveys?**
Yes
- 6. If so, who do you do use?**
In-house
- 7. How are these surveys delivered?**

Online / tablet

Paper

- 8. Do you use a real time reporting tool?**
no
- 9. When does the contract end?**
Not applicable.
- 10. What is the annual value (£) of contract?**
Not applicable.