**FOI Ref: 6384**

**Category(ies): Trust - IT**

**Subject: Digital Communication with Patients**

**Date Received: 12/05/2022**

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| **Your request:** | **Our response:** |
| 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
 | Relating to patient satisfaction we use a few surveys via Survey monkey, Microsoft forms and we have a separate tool that we use for Friends and Family’s Test Survey which is an in-house tool that we have built. We also undertake a number of national patient satisfaction surveys that are done through a third party.Clinical SystemsFor patient appointment texts and reminders, we use Netcall. For digital letters we use Netcalls patient hub system. We have the Rotherham Health App which displays appointments. We have just bought a solution for eConsent. Trust website and social media for general communications to the public, including patients. |
| Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients. | \*Patient Satisfaction – Elizabeth Wardle Head of Business Intelligence Analytics\*Sam Robinson – Head of Patient Experience\*Clinical Systems – Laura Mumby. Head of EPR.\*Sally Atkinson, Patient Access Service Manager\*Digital Communications – Damian Staples, Communications Manager |
| Also, do you have performance targets for monitoring patient satisfaction? | We monitor against National and other trusts no targets at present for FFT. |
| If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets. | \*Patient Satisfaction – Elizabeth Wardle Head of Business Intelligence Analytics\*Sam Robinson – Head of Patient Experience |

\* The names of the relevant individuals are detailed above. The provision of these contact details **does not** imply consent for unsolicited correspondence on your part. As per Section 122 of the Data Protection Act 2018, **permission is not given** to use these details for unsolicited contact. Right to prevent processing for purposes of direct marketing.

*S122 (5) direct marketing” means the communication (by whatever means) of advertising or marketing material which is directed to a particular individual.*