



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 15 June 2022

Re: Freedom of Information Request
Ref: 156-2022

Thank you for your email dated the 11/5/2022, requesting information in relation to digital communication tools.

The information you require is as follows:

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** We are a specialist tertiary cancer hospital and don't undertake surgical operations at our Trust.

- **eConsent** Yes, eConsent is used by the Trust

- **Outpatients** Details of communication contracts have been previously published and can be found at https://www.clatterbridgecc.nhs.uk/application/files/2316/4691/4760/FOI_373-2021_Print_Post_Digital_Comms_Contracts.pdf

- **Emergency Care** We are a specialist tertiary cancer hospital and hence don't have an Emergency Department

- **Patient engagement at home**
We use Attend Anywhere to undertake patient video consultations

- **Patient satisfaction** Details of surveys have been published previously and can be found at [Date \(clatterbridgecc.nhs.uk\)](https://www.clatterbridgecc.nhs.uk)
We use tablets to collect patient feedback (e.g. via Survey Monkey), patient experience walk arounds, as well as via the Trust website. Patient feedback is also captured during audits facilitated by mobile technology.

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

There is not an individual assigned to undertake this task

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

Yes via complaints/claims and PALS processes

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

Associate Director of Risk and Clinical Governance

Claims Manager

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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 to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>

Kind Regards,

The Information Governance Team

Contact Email: ccf-tr.foi@nhs.net