



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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

Date: 3 October 2019

Re: Freedom of Information Request
Ref: 250 – 2019

Thank you for your email dated the 9th September 2019, requesting information on the services outsourced by the Trust for Patient communications.

The information that you require is as follows:

I hereby, under the Freedom of Information Act, request information on the services outsourced by your Trust for Patient communications.

My specific questions and the responses required are attached.

Please see Appendix 1

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>

Appendix 1

Question	Required Response	Response				
Do you use a Patient Appointment reminder service	Y/N, if Yes please provide either the name of an internal PAS system or the Company name of the external provider	No				
What channels do you use to remind patients about their appointments?	For each Channel type please state annual volume and cost per unit, if you do not use a certain channel type please leave blank	Channel Type	Annual Volume	Cost Per Unit		
		SMS	Not Applicable	Not Applicable		
		IVR / IVM	Not Applicable	Not Applicable		
		Agent Calls	Not Applicable	Not Applicable		
		Email	Not Applicable	Not Applicable		
Posted Letters	Not Applicable	Not Applicable				
Do you currently offer a 'blended' appointment reminder service (use various channels until you reach a patient)?	Y/N – If Y please state what combination of channels do you use and who is the provider	Not Applicable				
Can Patients cancel or rearrange appointments using the reminder service?	Y/N	Not Applicable				
When is the Appointment reminder contract due for review	Please state review date	Not Applicable				
Do you currently use Hybrid Mail? (electronic patient notifications that, via a link, directs to an online portal to retrieve letters, notifications etc)	Y/N - If Y please provide the Providers name, annual volume and cost per unit. If the system you use is internal please put internal.	Providers Name	Annual Volume	Cost Per Unit		
		Not Applicable	Not Applicable	Not Applicable		
When is the Hybrid Mail contract due for review	Please state review date	Not Applicable				
Do you currently outsource your Friends and Family Test	Y/N – Please state the name of the provider	Patient Friends and Family Test – Yes, partially to iSEE International Staff Friends and Family Test – Yes, Quality Health				
What Channels do you currently use for Friends and Family Test	Please put a Y next to the relevant channel type used for Patient surveys and a S next to the channel type used for Staff surveys (separated by a /) Then provide the annual volume and cost paid per unit for each of Patient and Staff (separated by a /)	CHANNEL TYPE	Channel Type	Used (Y/N)	Annual Volume	Cost Per Unit
		SMS		N	Not Applicable	Not Applicable
		IVR / IVM		N	Not Applicable	Not Applicable
		Agent Calls		N	Not Applicable	Not Applicable
		Email		S	Emails are sent to all members of eligible staff (1302 as at 19 th September 2019. Emails are sent at quarter 1, 2	Contract with supplier does not contain a cost per unit only an overall contract cost

				and 4 throughout the year	
		Paper Based	Y	13500 (for the last 12 month period)	1500 = £176 (re-print only)
		Tablet / Ipad	Y	7009	Contract with supplier does not contain a cost per unit only an overall contract cost
When is the Friends and Family Test contract due for review	Please state review date	Patient Friends and Family Test – 31 st March 2020 Staff Friends and Family Test – April 2020			
Do you use any other messaging? Pre-Op: Messages relating to what patients need to do pre-operation. Post-Op: Medication reminders, general advice. Key Patient Messages: Mental Health / Maternity support, Smoking cessation etc Broadcasts: bad weather / Incidents / appointment cancellations to staff and or patient	If used state: channel used, annual volume, cost per unit.	Service Type	Channel Type	Annual Volume	Cost Per Unit
		Pre-Op	Not Applicable	Not Applicable	Not Applicable
		Post-Op	Not Applicable	Not Applicable	Not Applicable
		Key Patient Messages	Not Applicable	Not Applicable	Not Applicable
		Broadcasts	Not Applicable	Not Applicable	Not Applicable
Do you pay any other fees (Monthly service charge etc) for any of the services mentioned above?	Please state what the fee is for and how much you pay (inc one off set up charges)	No			
Please provide the name and role of the person(s) responsible for the implementation and continued running of the services mentioned above	Name, role (contact details if applicable)	Staff Friends & Family Test – Philippa Dick, Organisational Development Practitioner. Philippa.dick@nhs.net 0151 556 5161 Patient Friends & Family Test – Sue Relph, Patient Experience Manager, Srelph@nhs.net			