

Ref. No: 076100521  
From: Public  
Date: 10/05/21  
Subject: Telephone consultations

## REQUEST & RESPONSE

- What percentage of consultations were carried out in April 2021 via:
  - Phone **24.23%**
  - Video **0.12%**
  - Face-to-face **75.43%**

**Please note that the figures are based on Consultant led OP attendances for both First and Follow up.**
- Did you carry out any patient satisfaction survey on each of the channels in April 2021: The below information is for Friend and Family Test only.
  - Phone –**Yes**
  - Video – **No**
  - Face-to-Face – **Yes**
- Did you introduce digital services (either as new services or expanding into new departments) as a response to the pandemic?
  - Yes (highlight below):
    - Telephone consultations – **Yes**
    - Video consultations **Yes**
    - Online appointment booking/management **Yes**
    - E-prescription services **No**
- Who are your suppliers for:
  - Telephone consultations **System C and CISCO**
  - Video consultations. **Cinos**
  - Online appointment booking/management **NHS E-referral**

- E-prescription services - [WellSky](#)
- What are the most common barriers to technology use within your trust?

[This question does not fall under the parameters of the FOIA.](#)

- Are you collecting patient feedback following interactions with the digital services you offer?
  - Yes - feedback obtained for all services
  - Feedback obtained for some services:
    - Telephone consultations
    - Video consultations
    - Online appointment booking/management
    - E-prescription services
  - No - **we are not collecting this feedback**
    - If no - do you plan to introduce this feedback data collection in the next six months? **yes/no**
- If yes, how do you collect feedback?
- Did you stop your FFT during the pandemic when the requirement to submit data was paused?
  - If yes, why? **Postcard collection stopped during the first lockdown due to infection control measures. IVM and SMS responses continued throughout the pandemic.**
  - If no, why?
- Will you be deploying PIFU? **Yes**
- Will you be collecting feedback on PIFU? **The deployment has only just commenced, therefore no feedback collection has yet been agreed**
- Who is your FFT supplier? **Healthcare Communications**

If the FFT contract is outsourced, when was the contract initiated?  
**Contract initiated in April 2020**

- When does the FFT contract with your current supplier end?  
**31/03/2022**

- What is the expected value of this contract (£) **£64,584**