

Ref. No: 076110522
From: Commercial
Date: 11/05/22
Subject: Digital Communications with Patients.

REQUEST & 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.

[Pre op - SMS 2-way-text reminders.](#)

- eConsent

[N/A](#)

- Outpatients

[SMS 2-way appointment text reminders.](#)

- Emergency Care

[N/A](#)

- Patient engagement at home

[Telehealth for outpatient appointments.](#)

- Patient satisfaction

[Online surveys, paper inputting of surveys, QR codes, SMS texts.](#)

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

[Christine Walters, Director of Informatics](#)

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

[Yes - FFT recommended care targets](#)

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

[Francine Daly, Patient Experience Manager](#)

