



Kent and Medway

NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Maidstone
Kent
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Sent via email

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Email: kmpt.infoaccess@nhs.net

Website: www.kmpt.nhs.uk

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 48402 under the Freedom of Information Act 2000 regarding: -

Friends and Family Test Surveys

Your request is set out below:

1.Are you currently using a 3rd party provider platform to manage the FFT surveys?, if so please provide the name?

No

2.Actual spend from the Start of the contract to the current date with costs detailed per annum.

N/A

3.Initial Start date of the contract?

N/A

4. Expiry date of the original contract?

N/A

5. Is there an extension option in the contract? How many extension terms are available? and what stage of extensions are you currently on ?

N/A

6. If nearing extension has a decision been made on extending the contract and to what period?

N/A

7. The pay bands of staff and Whole Time Equivalents directly responsible for the management of the Friends and Family Test.

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

N/A

8. Kindly advise on all the methods of collecting feedback used: (For example, online survey, telephone survey, sms outbound and inbound, paper forms). Annual volumes of each.

N/A

9. Name & Job Title of the senior staff (outside of procurement) responsible for this contract?

N/A

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department