



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9

Buckingham Row

Brick Kiln Lane

Wigan

WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2024/10160

Date Received: 1st October 2024

Response Due: 29th October 2024

Date: 10th October 2024

Dear Sir/Madam

With reference to your request for information received on 1st October 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

- 1. Are you using a 3rd party providers platform to manage the FFT surveys, please provide the name?**
Healthcare Communications UK Ltd.
- 2. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date, costs per annum.**
£36,277.

This includes the costs for conversational SMS, automated Voice, paper survey transcriptions, online FFT support and licenses, FFT analytics support and licenses and self-serve support and licenses.
- 3. Start date & Expiry date of framework/contract?**
01/04/2023 – 31/03/2026.
- 4. Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?**
Yes, 12 months.
- 5. Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?**
No.

- 6. Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?**
Direct Award via SBS Framework.
- 7. The pay bands of staff and Whole Time Equivalents directly responsible for the management of the Friends and Family Test.**
Band 8a – full time 1.0 WTE.
Band 4 – part time 0.6 WTE.
- 8. Please advise on all the methods of collecting feedback used (For example, online survey, telephone survey, SMS, paper forms).**
Conversational SMS, Automated Voice, Paper Survey, Transcriptions.
- 9. Who is the senior officer (outside of procurement) responsible for this contract?**
Joanne McAllister and Melaine Pickering.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Tabitha Gardner
Chief Finance Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111