

FOI_0734_2022-23 - FOI Request Concerning - Digital Communications with Patients

1. Do you use any applications or tools to communicate with your patients digitally?

Yes, we do SMS texts and video consultations. We also use Microsoft Forms and e-consent links to patients.

- 2. I am interested in all aspects of patient communication, but particularly:
 - a. Pre- and post-operative communication

Video Consultation.

b. E-Consent

We use a QR code web link to direct patients to record e-consent. Also used for school immunisation consent.

c. Outpatients

We use SMS reminders and video consultations.

d. Emergency Care

N/A.

e. Patient engagement at home

Tablets.

f. Patient satisfaction

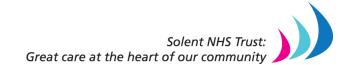
We collect Friend and Family Test information (FFT) through our reporting system which is called CIVICA. Patients can communicate with us via mobile apps, SMS, online surveys and QR codes.

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

Glen Wale, Head of Digital Delivery.

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

No.



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

For Patient experience (CIVICA) it's Christine Gregson. She is the Patient and Experience and Volunteer Manager.