

## FOI\_0734\_2022-23 – FOI Request Concerning – Digital Communications with Patients

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**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.

**3. 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.