

## FOI\_0620\_21/22 – FOI request concerning – Patient and Staff Insight and Feedback programmes

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Can you answer the three questions for each of the below surveys:

1. **CQC patient surveys:** We don't do these in Solent

a. **Urgent and Emergency Care:** Not applicable in Solent

i. **Details of your Current Supplier?**

ii. **Details of the current renewal/end date of this contract?**

iii. **Who is the main point of contact for this contract, their title and contact details?**

b. **Children and Young Peoples Inpatient:** Not applicable in Solent

i. **Details of your Current Supplier?**

ii. **Details of the current renewal/end date of this contract?**

iii. **Who is the main point of contact for this contract, their title and contact details?**

c. **Community Mental Health:** Not applicable in Solent

i. **Details of your Current Supplier?**

ii. **Details of the current renewal/end date of this contract?**

iii. **Who is the main point of contact for this contract, their title and contact details?**

d. **Adult Inpatient:** Not applicable in Solent

i. **Details of your Current Supplier?**

ii. **Details of the current renewal/end date of this contract?**

iii. **Who is the main point of contact for this contract, their title and contact details?**



e. **Maternity:** Not applicable in Solent

- i. **Details of your Current Supplier?**
- ii. **Details of the current renewal/end date of this contract?**
- iii. **Who is the main point of contact for this contract, their title and contact details?**

**2. NHS PROMs (patient Reported Outcome Measures) for hip and knee replacements:**  
Not applicable in Solent

- i. **Details of your Current Supplier?**
- ii. **Details of the current renewal/end date of this contract?**
- iii. **Who is the main point of contact for this contract, their title and contact details?**

**3. NHS National Staff Survey:**

- i. **Details of your Current Supplier?**  
Pickers
- ii. **Details of the current renewal/end date of this contract?**  
Pickers are running the 2020/21 staff survey.
- iii. **Who is the main point of contact for this contract, their title and contact details?**  
Andrea Hewitt, Associate Director of Communications

**4. Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey):**

- i. **Details of your Current Supplier?**  
N/A Through NHS England – People Pulse
- ii. **Details of the current renewal/end date of this contract?**  
N/A
- iii. **Who is the main point of contact for this contract, their title and contact details?**  
Andrea Hewitt, Associate Director of Communications

**5. Patient Friends and Family Test:**

**i. Details of your Current Supplier?**

CIVICA

**ii. Details of the current renewal/end date of this contract?**

31.3.2022 with the option to extend for a further 2 x 12 months.

**iii. Who is the main point of contact for this contract, their title and contact details?**

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