

Request for information under the Freedom of Information Act Reference 2021.819
Released 1 June 2021

Thank you for your email dated 10 May 2021 requesting information regarding digital patient consultation and satisfaction survey provision.

Please find detailed below a summary of your original request together with our response.

Original request:

1. What percentage of consultations were carried out in April 2021 via:

- **Phone**
- **Video**
- **Face-to-face**

The breakdown of consultations carried out in April 2021 were conducted as follows:

- Phone = 24.56%
- Video = 4.36%
- Face-to-face = 70.04%

2. Did you carry out any patient satisfaction survey on each of the channels in April 2021:

- **Phone**
- **Video**
- **Face-to-Face**

Yes, KCHFT carried out patient satisfaction surveys on all 3 channels (phone, video and face to face) in April 2021.

3. Did you introduce digital services (either as new services or expanding into new departments) as a response to the pandemic?

- **Yes (highlight below):**
 - **Telephone consultations**
 - **Video consultations**
 - **Online appointment booking/management**
 - **E-prescription services**

The Trust introduced telephone consultations and video consultations as an alternative to face to face appointments for some of the services we provide. We do not operate online appointment booking/management or e-prescription services.

Chairman John Goulston Chief Executive Paul Bentley

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

4. Who are your suppliers for:

- **Telephone consultations**

Our landline telephone suppliers are 8x8 Inc and BDR.

- **Video consultations**

Our video consultation suppliers are NHS Digital, Attend Anywhere and AccuRx.

- **Online appointment booking/management**

None

- **E-prescription services**

None

5. What are the most common barriers to technology use within your trust?

- **The service requires face-to-face interactions**

This is the case for some of our services

- **The staff member is unable to use the technology**

This is the case for some of our staff

- **The patient is unable to use the technology**

This is the case for some of our patients

- **Lack of funding**

No

- **Other (please explain)**

Often suppliers are not compliant with security or licences requirements, don't upgrade their systems in line with current requirements or have no interoperability/APIs etc making it hard to integrated with other systems used.

6. Are you collecting patient feedback following interactions with the digital services you offer?

- **Yes - feedback obtained for all services**
- **Feedback obtained for some services:**
 - **Telephone consultations**
 - **Video consultations**
 - **Online appointment booking/management**
 - **E-prescription services**
- **No - we are not collecting this feedback**
 - **If no - do you plan to introduce this feedback data collection in the next six months? yes/no**

We collect patient feedback from patients who we have interacted with via the following digital services:

- Telephone consultations
- Video consultations

7. If yes, how do you collect feedback?

- Services that are using the Attend Anywhere software for conducting telephone/video consultations; a survey is automatically sent at the end of the appointment
- Email invitation; a process whereby a survey link is sent by staff using the patient's email address
- Staff conducting a survey with the patient at the end of a telephone consultation
- Some services are sending a survey link via a text message
- All surveys are available on the KCHFT public website for people to complete

8. Did you stop your FFT during the pandemic when the requirement to submit data was paused?

- *If yes, why?*
- *If no, why?*

No, KCHFT did not stop FFT during the pandemic. As we had already updated our suite of surveys with the new wording of the FFT question which came into effect April 2020, for services where provisions were not ceased at the outset of the pandemic, we were still able to offer people the opportunity to give their feedback via the methods shown above against question 7.

9. Will you be deploying PIFU?

No, PIFU is not applicable to Kent Community Health NHS Foundation Trust.

10. Will you be collecting feedback on PIFU?

No, PIFU is not applicable to Kent Community Health NHS Foundation Trust.

11. Who is your FFT supplier?

Our FFT supplier is IG VIA Connection.

12. If the FFT contract is outsourced, when was the contract initiated?

The contract was initiated on 1 April 2021

13. When does the FFT contract with your current supplier end?

The current contract ends in April 2023.

14. What is the expected value of this contract (£)?

The expected value of this contract is £30,000.