

**Request for information under the Freedom of Information Act – 2022.033**  
**Released – 7 June 2022**

Thank you for your email received 9 May 2022 requesting information regarding digital communications.

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

***Summary of your original request:***

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

Yes

***I am interested in all aspects of patient communication, but particularly:***

***- Pre- and post-operative communication***

Not applicable

***- eConsent***

Not applicable

***- Outpatients***

Not applicable

***- Emergency Care***

Not applicable

***- Patient engagement at home***

***- Patient satisfaction***

The trust uses a software system called IQVIA connection to gain patient/carer/family feedback via surveys and the data/feedback collected is stored on a system called the IQVIA desktop. Survey feedback can be gained via several electronic methods; people can access the surveys via the KCHFT public website (your feedback page), people can scan QR codes using their mobile phones, on 'have your say' posters/flyers which link through to the your feedback page on the KCHFT public website and an email invitation process is available for staff to send a survey link via a patient's email address. Some services include a survey link on their standard text messages that they send out i.e. with appointment reminders/test results. The trust has a number of volunteers that ring patients and undertake a survey over the telephone and some services also use this method of data/feedback collection.

Chair John Goulston Acting Chief Executive Gordon Flack

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

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

It is Trust policy to not release names and contact details of staff below Executive Director Level as this constitutes personal information which is exempt under Section 40(2) in conjunction with Section 40(3A)(a) of the Freedom of Information Act 2000 which relates to 'Personal Information'.

An excerpt of the relevant Freedom of Information legislation can be found below:

***Section 40 – Personal information***

*(2) Any information to which a request for information relates is also exempt information if—*

*(a) it constitutes personal data which does not fall within subsection (1), and*

*(b) either the first, second or third condition below is satisfied.*

*(3a) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act*

*(a) would contravene any of the data protection principles, or*

*(b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.*

However we are able to confirm that the Executive Director with overall responsibility for IT is Gerrard Sammon – Director of Strategy and Partnerships.

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

No specific targets set. Each service is expected to actively promote survey completions to ensure feedback is received and that the mandatory Friends and Family Test (FFT) question is made available for all service users to answer.

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

Each service is responsible for reviewing and monitoring their patient/carer feedback. The Patient and Carer Partnership Team is responsible for centrally monitoring all very poor/poor FFT responses and producing top level reporting for Quality Committee/Board and reports for governance groups (i.e. End of Life / Hydration and Nutrition / Dementia).

The Trust's Business and Performance Intelligence Team include survey volumes and FFT scores for each service on their monthly reporting and submit national FFT scores provided by the Patient Experience Coordinator.