

Ref no: 100090617  
From: Commercial  
Date: 09/06/17  
Subject: Patient experience feedback

## REQUEST

Under the freedom of information act, I would like to request the following information for all patient experience feedback work and contracts in place within the Trust:

1. Current supplier of patient experience/feedback services
2. Value of contract
3. Renewal date of current contract
4. Contact details of officer responsible for the contract
5. Details/description of service provided by current supplier

Where contracts have been renewed in the last 6 months, please can you also provide a short list of suppliers that bid for each contract.

## RESPONSE

- 1 Current supplier of patient experience/feedback services:  
"Healthcare Communications UK Ltd"
2. Value of contract  
£121,000 over 3 years
3. Renewal date of current contract

1st Jan 2019

4. Contact details of officer responsible for the contract-

Michael Vacara (Operational [Michael.Vacara@sthk.nhs.uk](mailto:Michael.Vacara@sthk.nhs.uk))

Chris McNamara (Procurement- [chris.mcnamara@sthk.nhs.uk](mailto:chris.mcnamara@sthk.nhs.uk))

5. Details/description of service provided by current supplier.

- Software and text messaging, interactive voice messaging and inputting of feedback cards.
- The Company also provides ad hoc training for staff to access their own area's result, to produce reports and posters demonstrating their results.