

## ***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 28 August 2019.

I am pleased to confirm the following.

### **Patient Experience**

1. **Who provides your Friends & Family Test, or is it done in-house?**  
*It is undertaken by an in house MKUH team from Sept 2019*
2. **Do you use a real time reporting tool?**  
*no*
3. **When does the contract end?**  
*n/a*
4. **What is the annual value (£) of contract?**  
*n/a.*
5. **Do you do localised surveys?**  
*yes*
6. **If so, who do you do use?**  
*In house on paper and / or survey monkey*
7. **How are these surveys delivered?**
  - *Online / tablet*
  - *Paper*
8. **Do you use a real time reporting tool?**  
*no*
9. **When does the contract end?**  
*n/a*
10. **What is the annual value (£) of contract?**

*N/A*

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Department  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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