

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 24 January 2022.

I am pleased to confirm the following.

We are looking to update our records to ensure that we make timely contact in the future in relation to Patient and Staff Insight and Feedback programmes. We would therefore be grateful if you could respond to the following questions by return email and at the earliest opportunity.

1. Can you provide details of your current supplier :

Please see below

2. Can you provide details of the current renewal/end date of this contract?

Please see below

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

Julie Goodman and Matthew Sandham 01908996000

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

1. CQC patient surveys:

- a) **Urgent and Emergency Care** – Picker – Contract expired
- b) **Children and Young Peoples Inpatient** – Picker – Contract expired
- c) **Community Mental Health** – Please contact Central Northwest London
- d) **Adult Inpatient**- Picker -November 2022
- e) **Maternity** – Picker – January 2023

2. NHS PROMs (patient Reported Outcome Measures) for hip and knee replacements

In-house

3. NHS National Staff Survey

Quality Health

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

In-house

5. Patient Friends and Family Test.

In-house

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Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

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 Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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