

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 10 May 2022.

I am pleased to confirm the following.

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

Pre- and post-operative communication

Induction Zesty 'MyCare Patient Portal' used for Outpatient appointments for Pre-op, and any post-op outpatient appointments

eConsent

No

Outpatients

Induction Zesty MyCare Patient Portal

Emergency Care

No

Patient engagement at home

Some small-scale pilots of applications used e.g. Managing diabetes during pregnancy

Patient satisfaction

Text service with a link to a form that is collated – standalone solution

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

ITServiceDesk@mkuh.nhs.uk

Do you have performance targets for monitoring patient satisfaction?

We collect patient feedback in many forms, and this is collated and shared with the departments/wards/areas, and at board level.

Individual teams and departments have their own processes for monitoring patient satisfaction.

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

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