

Standing Way
Eaglestone
Milton Keynes
MK6 5LD
01908 660033
www.mkuh.nhs.uk

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Tuesday 13th August 2024.
I am pleased to confirm the following.

1. Are you using a 3rd party providers platform to manage the FFT surveys, please provide the name?

No - process is run in house

2. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date, costs per annum.

N/A

3. Start date & Expiry date of contract?

N/A

4. Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extensions?

N/A

5. Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed and to what period?

N/A

6. The pay bands of staff and Whole Time Equivalents directly responsible for the management of the Friends and Family Test.

1x Band 6 22.5 hours per week (0.6 WTE)
1x Band 4 37.5 hours per week (1WTE)
1 x Band 2 37.5 hours per week (1 WTE)

**7. Please advise on all the methods of collecting feedback used :
(For example, online survey, telephone survey, sms, paper forms).**

Online survey, paper forms, SMS

8. Who is the senior officer (outside of procurement) responsible for this contract?

This is exempt under section 40 of the Freedom of Information Act - Personal Information. MKUH does not give out the names of staff members.

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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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