

FOI_0353_22/22 – FOI request concerning – Telephone and Video Consultations and Feedback

1. What percentage of consultations were carried out in April 2021 via:
 - a) **Phone**
16%
 - b) **Video**
3%
 - c) **Face-to-face**
81%

2. Did you carry out any patient satisfaction survey on each of the channels in April 2021:
 - a) **Phone**
 - b) **Video**
 - c) **Face-to-Face**

Yes, phone and face to face. Every patient receives a SMS following their appointment (if they are on system).

3. Did you introduce digital services (either as new services or expanding into new departments) as a response to the pandemic? If Yes (highlight below):
 - **Telephone consultations** – Yes
 - **Video consultations** – Yes
 - **Online appointment booking/management** – No
 - **E-prescription services** – Not as a result of the pandemic

4. Who are your suppliers for:
 - a) **Telephone consultations**
Multiple suppliers, currently Visionable Ltd, TPP SystmOne, Attend Anywhere Video Consultation Programmes.
 - b) **Video consultations**
Multiple suppliers, currently Visionable Ltd, TPP SystmOne, Attend Anywhere Video Consultation Programmes.
 - c) **Online appointment booking/management**
N/A
 - d) **E-prescription services**
N/A

5. What are the most common barriers to technology use within your trust?
 - **The service requires face-to-face interactions**
 - **The staff member is unable to use the technology**
 - **The patient is unable to use the technology**
 - **Lack of funding**



- **Other (please explain)**

The Freedom of Information Act 2000 requires public organisation to provide information held, and does not cover requests for “opinion”; therefore we are unable to answer this question.

6. Are you collecting patient feedback following interactions with the digital services you offer?

a) Yes - feedback obtained for all services

Feedback obtained for some services:

- Telephone consultations
- Video consultations
- Online appointment booking/management
- E-prescription services

If yes, how do you collect feedback?

See question 2

If no - do you plan to introduce this feedback data collection in the next six months? Yes/No

7. Did you stop your FFT during the pandemic when the requirement to submit data was paused?

a) If yes, why?

b) If no, why?

No. Although NHS England put the FFT on hold, we did not pause. the majority our services continued to capture.

8. Will you be deploying PIFU?

Solent are at this time investigating the opportunity of deploying Patient Initiated Follow ups. We are liaising with our system colleagues to understand what this would mean for the Trust. Solent already undertakes some PIFU activity within certain specialities (prior to PIFU being initiated as a response to the pandemic recovery), and patient satisfaction would be picked up via the FFT.

9. Will you be collecting feedback on PIFU?

As stated in Q8 we are currently investigating the opportunity and therefore will consider this within the project planning phase.

10. Who is your FFT supplier?

CIVICA

11. If the FFT contract is outsourced, when was the contract initiated?

April 2020

12. When does the FFT contract with your current supplier end?

March 2023

13. What is the expected value of this contract (£)?

£39,342.50