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28 June 2017

### **Freedom of Information Request – Ref: FOI 049-1718**

Thank you for your recent Freedom of Information request about patient experience. Please find the Trust's response below.

1. Current supplier of patient experience/feedback services  
**Healthcare Communications**
2. Value of contract  
***This information is being withheld under the Freedom of Information Act 2000. The exemptions which apply to this information are: Section 43 of the Freedom of Information Act.***
3. Renewal date of current contract  
**September 2017**
4. Contact details of officer responsible for the contract  
**Clinical Manager Service Experience Department**
5. Details/description of service provided by current supplier  
**Friends & Family Test surveys via multiple modes.**
6. Where contracts have been renewed in the last 6 months, please can you also provide a short list of suppliers that bid for each contract.  
**N/A**

Should you have any queries in relation to our response in this letter, please do not hesitate to contact me. If you are unhappy with the response you have received in relation to your request and wish to ask us to review our response, you should write to:-

Anna Hilditch  
Assistant Trust Secretary,  
2gether NHS Foundation Trust  
Rikenel  
Montpellier  
GLOUCESTER GL1 1LY  
Tel: 01452 894165  
E-mail: [anna.hilditch@nhs.net](mailto:anna.hilditch@nhs.net)

If you are not content with the outcome of any review, you may apply directly to the Information Commissioner's Office (ICO) for further advice/guidance. Generally, the ICO will not consider your case unless you have exhausted your enquiries with the Trust which should include considering the use of the Trust's formal complaints procedure. The ICO

can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

*Lisa Evans*

**LISA EVANS**  
**Information Governance Officer**  
**2gether NHS Foundation Trust**

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or write to: OPSI, 102 Petty France, London SW1H 9AJ.