

## Contact details and contract information re: Patient Experience/Service Improvement

### Request

I'm writing to request the following information in relation to your NHS trust:

Name and job title of Trust director with responsibility for patient experience and/or service improvement:

Email and phone number for above.

Name of supplier of your Trust's patient experience system/tools - this might include patient experience trackers, kiosks on which patients can give feedback on their experience, web surveys, etc.  
Please specify hardware and software supplier(s) if different.

Size of above contract: [please specify financial cost to the Trust for each year of the contract; if you believe this information is exempt from disclosure under the FOI Act, please supply a figure to the nearest £5,000; please also supply number of feedback gathering devices supplied under the contract]

Start date and duration of above contract:

Expected month and year of re-tendering for above contract:

Name, job title, email and phone number for Trust's Procurement lead (who manages list for suppliers invited to tender for Trust business)

### Our Response

#### REQUEST:

Name and job title of Trust director with responsibility for patient experience and/or service improvement:  
Email and phone number for above

**OUR RESPONSE:** This information is exempt under Section 21 of the Freedom of Information Act 2000, as it is reasonably accessible elsewhere. However, in an effort to be helpful please find below the relevant link to our website:

<http://www.leicspt.nhs.uk/Library/LPTTCSstakeholderbriefing14July2011final.pdf>

Name of supplier of your Trust's patient experience system/tools\* [please specify hardware and software supplier(s) if different] [\*This might include patient experience trackers, kiosks on which patients can give feedback on their experience, web surveys, etc] :

Size of above contract:

Start date and duration of above contract:

Expected month and year of re-tendering for above contract:

**OUR RESPONSE:** The Trust has not commissioned any form of patient experience systems/tools.

Name, job title, email and phone number for Trust's Procurement lead (who manages list for suppliers invited to tender for Trust business)

**OUR RESPONSE:** This information is exempt under Section 21 of the Freedom of Information Act 2000, as it is reasonably accessible elsewhere. However, in an effort to be helpful please find below the relevant link to the website:

<http://www.leicsprocurement.nhs.uk/ContactUs-StaffDirectory.aspx>