

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 01.22.39

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

10th February 2022

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 21st January 2022 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to patient and staff insight and feedback programmes and I am providing the following information in response to your specific questions:

Can you answer the three questions for each of the below surveys

1. CQC patient surveys:

- a. **Urgent and Emergency Care**
- b. **Children and Young Peoples Inpatient**
- c. **Community Mental Health**
- d. **Adult Inpatient**
- e. **Maternity**

2. NHS PROMs (Patient Reported Outcome Measures) for hip and knee replacements

3. NHS National Staff Survey

4. Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey)

5. Patient Friends and Family Test

1. Can you provide details of your current supplier:

1. Patient Perspective
2. Quality Health Ltd
3. Picker
4. In-house
5. In-house

2. Can you provide details of the current renewal/end date of this contract?

1. 31/03/2023
2. 31/11/2021 (extended while out for tender currently).
3. 22/07/2022
4. No renewal date
5. No renewal date

3. Who is the main point of contact for this contract and their title and contact details?

1. Paula Brennan, Patient Experience Manager, paulabrennan@nhs.net, 01913728672 or 07909097798
2. Andrew Rayner, Associate Director of Nursing Surgery Care Group, andrew.rayner@nhs.net, 07990570795
3. Gillian Curry, Head of Communications and Charity, gillian.curry1@nhs.net, 07971895195
4. Andrew Moore, Head of Workforce Experience, andrew.moore22@nhs.net, 019133332073 or 07920467854
5. See number 1

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator