

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: 05.22.05

FOI Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

12<sup>th</sup> May 2022

### **Freedom of Information Act 2000 – Request for Information**

Thank you for submitting a request for information which we received on 4<sup>th</sup> May 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 digital communications with patients and I am providing the following information in response to your specific questions:

**1. Do you use any applications or tools to communicate with your patients digitally?**

**I am interested in all aspects of patient communication, but particularly:**

- **Pre- and post-operative communication** No
- **eConsent** No
- **Outpatients** Yes
- **Emergency Care** No
- **Patient engagement at home** Yes
- **Patient satisfaction** Yes

**2. Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients.**

David Stafford, Head of Health Informatics

**3. Also, do you have performance targets for monitoring patient satisfaction?**

No

**4. If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets.**

Not applicable

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](mailto: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](http://www.ico.gov.uk).

Yours sincerely

**Corporate Records and Freedom of Information Facilitator**