

Freedom of Information Request **21 113**

Our Reference: FOI 21 113 / AA / IO
Name:
Date: 3 June 2021
Address:

Dear

Further to your Freedom of Information Request, please find the Trust's response below:

Freedom of Information Request – May 2021

Humber Teaching NHS Foundation Trust ("the Trust") is a multi-specialty provide of mental health, primary care and community services. The Trust can provide the following information:

- What percentage of consultations were carried out in April 2021 via:
 - Phone **39.49%**
 - Video **3.33%**
 - Face-to-face **57.17%**

- Did you carry out any patient satisfaction survey on each of the channels in April 2021:
 - Phone
 - Video
 - Face-to-Face

The Friends and Family Test survey is offered by clinicians following contact with Trust services. GP practices send an automated SMS text following every consultation. All other services across the Trust offer the FFT, though not on every contact. There was a national pause to offer the FFT survey during lockdown 1 and this was lifted at the end of 2020. However some Trust services continued to offer the FFT survey throughout the year (in particular our GP practices who did not pause on sending out the SMS text).

- Did you introduce digital services (either as new services or expanding into new departments) as a response to the pandemic?
 - Yes (highlight below):
 - Telephone consultations – **The Trust already carried out telephone consultations and the use of these increased during the pandemic.**
 - Video consultations - **The Trust was already using video consultations and the use of these increased during the pandemic.**
 - Online appointment booking/management -**No**
 - E-prescription services -**No**

- Who are your suppliers for:
 - Telephone consultations - **KCOM**
 - Video consultations - **Upstream**
 - Online appointment booking/management



- E-prescription services
 - What are the most common barriers to technology use within your trust?
 - The service requires face-to-face interactions – face to face interactions are required in a number of the Trust's services such as mental health and physical health care services, e.g. wound care cannot be carried out virtually.
 - The staff member is unable to use the technology – staff can normally use the technology
 - The patient is unable to use the technology – This can occur in one of three ways; patients do not have a device or they don't have connectivity to data or they choose not to use technology.
 - Lack of funding – not been an issue
 - Other (please explain)

- Are you collecting patient feedback following interactions with the digital services you offer?
 - Yes - feedback obtained for all services
 - Feedback obtained for some services:
 - Telephone consultations
 - Video consultations
 - Online appointment booking/management
 - E-prescription services
 - No - we are not collecting this feedback
 - If no - do you plan to introduce this feedback data collection in the next six months? yes/no

- If yes, how do you collect feedback?

- Did you stop your FFT during the pandemic when the requirement to submit data was paused?
 - If yes, why?
 - If no, why?

A short online survey was carried out between 1st and 21st June 2020 to gather views from our patients, service users and family members or friends who were looking after someone using our services to find out; the different ways in which people had contact with our services/care provided, the changes to the actual care provided and whether people felt that the changes had a positive or negative impact on their health and wellbeing (e.g. what it was like going from face to face to digital appointments such as video consultations). Six teams across the Trust participated in the survey.

- Will you be deploying PIFU? -No

- Will you be collecting feedback on PIFU? –No, the Trust will continue to offer the FFT survey to patients accessing our services for follow up and initial consultations.

- Who is your FFT supplier? The Trust provides the infrastructure and reporting methodology / approach – we do not use an FFT supplier.

- If the FFT contract is outsourced, when was the contract initiated? N/A

- When does the FFT contract with your current supplier end? N/A

- What is the expected value of this contract (£)? N/A



Kind regards,

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<https://www.humber.nhs.uk/about-our-trust/freedom-of-information-enquiry-form.htm>

