

**Information Governance**

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20 September 2023

**Our reference: FOI DA4951**

I am responding to your request for information received 13 September 2023. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Interim Chief Executive Officer:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:** Under the Freedom of Information Act I would like to request the following Information:

**Can you answer the three questions for the Patient Friends and Family Test normally administered by the Patient experience team.**

**Question 1:** Can you provide details of your current supplier:

**Answer:** The Trust currently has a contract with Healthcare Communications to provide the platform for our PREM/FFT survey collection.

**Question 2:** Can you provide details of the current renewal/end date of this contract?

**Answer:** Contract end date: 30/09/2023.  
The Trust plans to move to a new supplier from 01/10/2023.

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

**Answer:** Dr Mohit Venkataram, Executive Director of Commercial Development.  
Tel: 0207 655 4000



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