

Our Ref: CTFOI1709

18th February 2022

Quality and Governance Service
Wirral Community Health and Care
NHS Foundation Trust
Wing 5, 1st Floor
St Catherine's Health Centre
Derby Road
Birkenhead
Wirral
CH42 0LQ
0151 514 2202

Re: Freedom of Information Request

www.wchc.nhs.uk

Original Request and Response

"We are looking to update our records to ensure that we make timely contact in the future in relation to Patient and Staff Insight and Feedback programmes. We would therefore be grateful if you could respond to the following questions by return email and at the earliest opportunity.

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

1. CQC patient surveys:
 - a. Urgent and Emergency Care

Trust Response –

Can you provide details of your current supplier: HealthCare Communications
Can you provide details of the current renewal/end date of this contract?
Contract ends on the 11/6/2022 and has an option to extend for a further 12 months until 2023.
Who is the main point of contact for this contract and their title and contact details? Tracy Smith, Head of Procurement

All senior staff can be contacted via switchboard 0151 514 2222. Making the personal email addresses of all senior staff public would lead to an increase in correspondence, incorrectly directed procurement correspondence and an increased risk of targeted phishing. The Trust considers these factors would prejudice the effective conduct of public affairs and the information is therefore exempted under Section 36(2)(c) of the FOIA. The Trust has considered the Public Interest Test in applying this exemption, and has concluded that managing this correspondence would require diversion of resources to manage the effects of disclosure. This would be disruptive to the effective conduct of public affairs as described in the Act. The Trust considers that other correspondence streams are open and more appropriate for contacting the Trust. These include the Patient Experience email address wcnt.yourexperience@nhs.net for patients / service users, and the Procurement email address wcnt.procurement@nhs.net for suppliers.

- b. Children and Young Peoples Inpatient

Can you provide details of your current supplier :
Can you provide details of the current renewal/end date of this contract?
Who is the main point of contact for this contract and their title and contact details?

Trust Response – The Trust does not provide a Children and Young Peoples inpatient facility

c. Community Mental Health

Can you provide details of your current supplier :

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

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

Trust Response – The Trust does not provide any Community Mental Health services

d. Adult Inpatient

Trust Response – The Trust has a single adult inpatient facility where patients will receive Friends and Family Test surveys from the provider below;

Can you provide details of your current supplier: HealthCare Communications

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Who is the main point of contact for this contract and their title and contact details? Tracy Smith, Head of Procurement

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e. Maternity

Can you provide details of your current supplier :

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

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

Trust Response – The Trust is a community-based Trust and does not provide this service.

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

Can you provide details of your current supplier :

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

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

Trust Response – The Trust is a community-based Trust and does not provide this service.

3. NHS National Staff Survey

Trust Response –

Can you provide details of your current supplier: Picker Europe

Can you provide details of the current renewal/end date of this contract? August 2024



**Wirral Community Health and Care
NHS Foundation Trust**
Chair: Professor Michael Brown CBE DL
Chief Executive: Karen Howell

Who is the main point of contact for this contract and their title and contact details? Emma Ashley, Head of HR (Wellbeing and Engagement)

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

Can you provide details of your current supplier:

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

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

Trust Response – no supplier as system procured nationally.

5. Patient Friends and Family Test.

Trust Response –

Can you provide details of your current supplier: HealthCare Communications

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Who is the main point of contact for this contract and their title and contact details? Tracy Smith, Head of Procurement

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If you are not satisfied that your Freedom of Information request has been dealt with in an adequate manner, you have the right to request a review, requiring us to review our action and response. To request a review of this response, please contact the FOI Officer, Wirral Community Health and Care NHS Foundation Trust, St Catherine's Health Centre, Derby Road, Birkenhead, Wirral, CH42 0LQ or email: WCNT.foi@nhs.net. You will receive a full response to your request for review within 20 working days of its receipt.

If you are unhappy with the way we have handled your request for review, you may ask the Information Commissioner to review our decision: The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, Telephone: 01625 545700.



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