

13/09/2022

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

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

Yes

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

- **Pre- and post-operative communication** - EIDO
- **eConsent** – Currently nothing in place
- **Outpatients** – Healthcare Communications
- **Emergency Care** – Currently nothing in place
- **Patient engagement at home** - IQVIA
- **Patient satisfaction** – IQVIA

This is in addition to standard email communication.

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

Exempt under Section 40 – Personal Information

In addition, do you have performance targets for monitoring patient satisfaction?

Yes

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

Associate Director of Nursing (Patient Experience) – post is currently vacant

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

FOI Officer

Bedfordshire Hospitals NHS Foundation Trust