



FOI 2367

Date 27/07/2023

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:

1. Do you use a social media management platform?

Yes

2. If so, what tools do you use?

SocialPilot

3. How much do you spend annually on a Social media management tool?

Approximately £450

4. Which month & year does your contract with your supplier end?

January 2024

5. Do you use a social listening / media monitoring platform?

No

6. If so, what tools do you use?

N/A

7. How much do you spend annually on a social listening / media monitoring tool?

N/A

8. Which month & year does your contract with your supplier end?

N/A

9. Who is the senior officer in charge of these contracts?

Head of Communications

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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