

Reference Number: FOI202122302
From: Private Individual
Date: 14 October 2021
Subject: App and tools used for patient communication

Q1 Do you use any applications or tools to communicate with your patients digitally?
- Pre- and post-operative communication
- eConsent
- Outpatients
- Emergency Care
- Patient engagement at home
- Patient satisfaction

A1 Yes
- Pre- and post-operative communication - text messages provided by BT SMS platform
- eConsent - email copies of consent forms provided by Wellbeing Software
- Outpatients - text messages provided by BT SMS platform
- Emergency Care - text messages provided by BT SMS platform
- Patient engagement at home - SMS messages and Attend Anywhere video conferencing solution
- Patient satisfaction - text messages provided by BT SMS platform

Q2 Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients.

A2 David Reilly, Associate Director Digital Systems

Q3 Also, do you have performance targets for monitoring patient satisfaction?

A3 Yes

Q4 If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets.

A4 Valerie Shannon, Patient Experience/Quality Lead