



FOI 3210

Date 16/09/2024

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 tool for Surveys? (a survey tool would help to create the survey, design the questions, distribute the survey, drive responses, and build out reports and insights into the data)**

Yes

- 2) If so, which supplier do you use for this tool?**

Internally – Survey Monkey
Patient Experience - IQVIA

- 3) How much do you spend annually on a Survey Tool?**

Internally – N/A

Patient Experience – Section 43(2) of the Freedom of Information Act 2000 states: (2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). The Trust has reviewed question 3 of your request for information and is applying section 43 of the FOI Act. Section 43 exemption applies to commercial interests. As this is a qualified exemption, the public interest in withholding the information should outweigh the public interest in disclosure. The Trust has applied the public interest test and in this instance believes disclosure of this information may affect its ability to seek competitive tenders in the future and should therefore be withheld.

- 4) Which month & year does your contract with your supplier end?**

Internally – N/A
Patient Experience – March 2025

- 5) Who is the budget holder for this contract?**

Survey Monkey – N/A
IQVIA – Patient Experience Team



This information is provided for your personal use and is the property of Bedfordshire Hospitals NHS Trust and subject to any existing Intellectual Property and Database Rights. Any commercial application or use of this information may be subject to the provisions of the Re-use of Public Sector Information Regulations 2015 (RPSI). This means that if you wish to re-use the information provided for commercial purposes for any reason you must ask the Trust for permission to do so.

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