FOI 3286

Date 16/10/2024

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. Are you using a 3rd party providers platform to manage the FFT surveys, please provide the name?

IQVIA Ltd

1. Actual spend on this contract/framework (and any sub lots), from the Start of the contract to the current date with costs per annum.

£40,500.00 per annum

1. Original Start date of the contract

01/04/2022

1. Expiry date of the original contract ?

31st March 2025 - Contract was for 2 years with 2 optional 12 month extensions

1. Is there an extension clause in the framework(s)/contract(s) and, if so, what are the duration of the extensions and what stage of extensions are you currently on?

Contract was for 2 years with 2 optional 12 month extensions, so potential end date of 31/03/2026.

1. Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed and to what period?

As above.

1. The pay bands of staff and Whole Time Equivalents directly responsible for the management of the Friends and Family Test.

Band 5 (1.0 WTE)

1. Please advise on all the methods of collecting feedback used : ( For example, online survey, telephone survey, sms, paper forms).

Online survey, telephone survey, sms, paper forms.

1. Name & Job Title of the senior officer (outside of procurement) responsible for this contract?

Exempt under Section 40 – Personal Information

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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