

Request title:  
**RD&E Surveys**

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Reference Number: F4521  
Date of Response: 26<sup>th</sup> April 2022

Further to your Freedom of Information Act request, please find the Trust's response, in **blue bold text** below:

**Request and Royal Devon and Exeter NHS Foundation Trust Response**

Can you answer the three questions for each of the below surveys.

1. Can you provide details of your current supplier?

CQC patient surveys – **Picker**

Urgent and Emergency Care – **Picker**

Children and Young Peoples Inpatient – **Picker**

Community Mental Health – **This is not a Royal Devon and Exeter survey as it relates to Mental Health. We advise that you contact Devon Partnership Trust at [dpt.saferinformation@nhs.net](mailto:dpt.saferinformation@nhs.net) to obtain this information.**

Adult Inpatient – **Picker**

Maternity – **Picker**

Patient Friends and Family Test – **This survey is done in house by the Trust.**

NHS PROMs (patient Reported Outcome Measures) for hip and knee replacements – **Quality Health**

NHS National Staff Survey – **Picker**

Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey) - **Qualitrics**

2. Can you provide details of the current renewal/end date of this contract?

CQC patient surveys – **This contract is currently reviewed on an annual basis.**

Urgent and Emergency Care – **This contract is currently reviewed on an annual basis.**

Children and Young Peoples Inpatient – **This contract is currently reviewed on an annual basis.**

Community Mental Health – **This is not a Royal Devon and Exeter survey as it relates to Mental Health. We advise that you contact Devon Partnership Trust at [dpt.saferinformation@nhs.net](mailto:dpt.saferinformation@nhs.net) to obtain this information.**

Adult Inpatient – **This contract is currently reviewed on an annual basis.**

Maternity – **This contract is currently reviewed on an annual basis.**

Patient Friends and Family Test – **Not applicable, please see response to question 1.**

NHS PROMs (patient Reported Outcome Measures) for hip and knee replacements – **This is a rolling contract with a three-month notice period.**

NHS National Staff Survey – **This contract is currently reviewed on an annual basis.**

Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey) – **This contract is currently reviewed on an annual basis.**

3. Who is the main point of contact for this contract and their title and contact details?

CQC patient surveys – **Assistant Director of Safety and Quality/Patient Experience Lead**

Urgent and Emergency Care – **Assistant Director of Safety and Quality/Patient Experience Lead**

Children and Young Peoples Inpatient – **Assistant Director of Safety and Quality/Patient Experience Lead**

Community Mental Health – **This is not a Royal Devon and Exeter survey as it relates to Mental Health. We advise that you contact Devon Partnership Trust at [dpt.saferinformation@nhs.net](mailto:dpt.saferinformation@nhs.net) to obtain this information.**

Adult Inpatient – **Assistant Director of Safety and Quality/Patient Experience Lead**

Maternity – **Assistant Director of Safety and Quality / Patient Experience Lead**

Patient Friends and Family Test – **Clinical Matron for Safety & Patient Experience / Patient Experience Lead**

NHS PROMs (patient Reported Outcome Measures) for hip and knee replacements – **Head of Operations & PROMS/Project Coordinator.**

NHS National Staff Survey – **Engagement Manager**

Quarterly Staff Friends and Family test (now called National Quarterly Pulse Survey) –  
**Engagement Manager**

**Section 40(2) Freedom of Information Act 2000**

**The Royal Devon & Exeter NHS Foundation Trust only releases the names of Heads of departments under Section 40(2) of the Freedom of Information Act 2000**

**The Royal Devon & Exeter NHS Foundation Trust has carefully considered your request for the contact details of the individuals within the Trust who are the main point of contact for the contracts. It has however declined to provide the specific details of the events under Section 40, sections 3(a) of the Freedom of Information Act.**

**The Trust believes that the release of such sensitive information meets the definition of personal data and disclosing the information would contravene one of the data protection principles set out in article 5 of the UK GDPR**