

July 2011

1. *Name and job title of Trust director with responsibility for patient experience and/or service improvement, a. Email and phone number for above*

Sue Hardy, Director of Nursing has overall responsibility for Patient Experience, Tel: 01702 385002, email: sue.hardy@southend.nhs.uk

The operational lead for Patient Experience is Martin Emery, Tel: 01702 385333, email: martin.emery@southend.nhs.uk

Anne James, Director of Strategic Development has the responsibility for service improvement, Tel: 01702 385003, email: anne.james@southend.nhs.uk

2. *Name of supplier of your Trust's patient experience system/tools* [please specify hardware and software supplier(s) if different]:*

The system we use is referred to as the "Patient Tracker" which is operated by Patient Focus who have a contract with Dr Foster.

a. Size of above contract:

[please specify financial cost to the Trust for each year of the contract; if you believe this information is exempt from disclosure under the FOI Act, please supply a figure to the nearest £5,000; please also supply number of feedback gathering devices supplied under the contract]

We have 20 units (patient experience trackers)

The size of the contract is commercially sensitive.

Under the Freedom of Information Act the Trust has a right to refuse an application for information held if an exemption applies. The Trust believes in this case such an exemption applies to this part of your request.

The details of exemption applied are contained under the Freedom of Information Act section 43 'Commercial Interests', which covers information that would, or would be likely to, prejudice the commercial interests of any person if it was disclosed.

The specific reason for the Trust applying this exemption is that disclosing the total spend per annum, would give the opportunity to calculate the individual product price, having already given the quantity of units purchased in our response to question 2a of this request. The provision of this information could prejudice the commercial interests of the contractor in terms of its ability to participate effectively in a competitive market. We are therefore sorry but on this occasion we will not be processing this part of your request.

b. Start date and duration of above contract:

The contract is due to end at the end of the calendar year 2011.

c. Expected month and year of re-tendering for above contract:

We are due to re-tender in or about October 2011.

*[*This might include patient experience trackers, kiosks on which patients can give feedback on their experience, web surveys, etc]*

3. *Name, job title, email and phone number for Trust's Procurement lead (who manages list for suppliers invited to tender for Trust business)*

Mr Clive Cambridge
Head of Purchasing and Procurement
Tel: 01702 508120
E-mail: clive.cambridge@southend.nhs.uk