

Ref. No: 1594
Date: 06/03/25
Subject: Friends and Family Test survey

REQUEST and RESPONSE

1. Are you currently using a 3rd party provider platform to manage the FFT surveys ?, if so please provide the name?

Yes - CISCO

2. Actual spend from the Start of the contract to the current date with costs detailed per annum.

Year 1 - £126,097.39 (exc. VAT)

Year 2 – £120,652.84 (exc. VAT)

3. Initial Start date of the contract?

01/06/2024

4. Expiry date of the original contract?

31/05/2027

5. Is there an extension option in the contract ? How many extension terms are available ? and what stage of extensions are you currently on ?

No

6. If nearing extension has a decision been made on extending the contract and to what period?

N/A

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

Nil – FFT included in other role portfolios.

8. Kindly advise on all the methods of collecting feedback used : (For example, online survey,telephone survey, sms outbound and inbound , paper forms). Annual volumes of each.

Trust-Wide	Units
IVM	51852
SMS Inbound	303547
SMS Outbound	2399393
Paper Surveys	8570
FFT Online S&L	1

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

Michelle Kitson, Patient Experience Matron