

Our Ref: LW/lmw/FOI.291.23
Date: 25th September 2023

Laurie Wrench
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Tel 01782 275030

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 13th September 2023. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

Can you answer the three questions for the Patient Friends and Family Test normally administered by the Patient experience team.

- Can you provide details of your current supplier. **N/A-The Trust have adapted the customer service module to accommodate Friends and Family Test (FFT).**
- Can you provide details of the current renewal/end date of this contract? **N/A**
- Who is the main point of contact for this contract and their title and contact details?
Information relating to Friends and Family Test and contact details can be found at <https://www.combined.nhs.uk/working-together/friends-and-family-test/>

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

L. Wrench

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