

Reference Number: FOIAH2425/233
From: Private Individual
Date: 31 July 2024
Subject: Friends and Family Test Survey Contract Information

- Q1 Are you using a 3rd party providers platform to manage the Friends and Family Test surveys, please provide the name?
- A1 Yes, IQVIA
- Q2 Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date, costs per annum.
- A2 Total Contract Value - £51,600
Annual Value - £25,800
- Q3 Start date & Expiry date of contract
- A3 Start Date - 01/02/2023
End Date - 28/02/2025
- Q4 Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extensions?
- A4 Yes - 2 x 12 months
- Q5 Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed and to what period?
- A5 Contract is renewable. A decision has not been made yet regarding if this will be extended or renewed; the review for this contract is due in October 2024.
- Q6 The pay bands of staff and Whole Time Equivalent (WTE) directly responsible for the management of the Friends and Family Test.
- A6 1 WTE Band 7 and 1 WTE Band 6.
Band 7 approximately 15 hours a month, Band 6 approximately 30 hours a month
- Q7 Please advise on all the methods of collecting feedback used:
(For example, online survey, telephone survey, SMS, paper forms).
- A7 SMS, paper forms, and face to face using a tablet and online link through Alder Hey web site
- Q8 Who is the senior officer (outside of procurement) responsible for this contract?
- A8 Valerie Shannon- Patient Experience and Quality Lead

