

Homerton University Hospital NHS Foundation Trust
 Hackney College
 Defoe Building, Room 10
 50 Hoxton Street
 N1 6LP

Date 06th December 2016

Email: foi@homerton.nhs.uk

Dear Sir or Madam,

Ref: FOI 2915

Thank you for your recent Freedom of Information request regarding Implementation and On-going cost of Friends Family Test.

The Trust can provide the following information:

1. initial cost to set up and implement the FFT
2. Ongoing or recurrent costs of operating the FFT
3. Bands of staff and Whole Time Equivalents directly responsible for the management of Friends and Family Test
4. If you have used an external / 3rd party agency to implement the Friends and Family Test

Services Provided by Trust? E.g Community, Adult, mental health	Initial Cost of implementation (£)	2014/2015 (£)	2015/2016 (£)	2016/2017 (£)	Band(s) of staff directly responsible for the management of FFT	Have you used an outside agency / company to support data analysis or reporting?
Friends and Family Survey (Whole Trust)	£3,600.00	£3,600.00	£3,600.00	£3,600.00	B6 WTE.	Yes the survey is managed by Picker

The information above is based on staff only at Homerton.

If you have any queries about this response please contact the information governance manager at foi@homerton.nhs.uk, in the first instance. If following that, you still have any concerns, you may contact the Information Commissioner either by letter, FOI/EIR Complaints resolution, Wycliffe House, Water Lane, Wilmslow, Cheshire SM9 5AF, or by email www.informationcommissioner.gov.uk to take them further.

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Yours sincerely

Mohamed Uddin
FoI Administrator

Mike Dunne
Information Governance Manager