

6Our Ref: 631/2021
October 2021

Re: Your request made under the Freedom of Information Act 2000

Do you use any applications or tools to communicate with your patients digitally?

I am interested in all aspects of patient communication, but particularly:

- Pre- and post-operative communication
- eConsent
- Outpatients
- Emergency Care
- Patient engagement at home
- Patient satisfaction

The Trust has recently implemented DrDoctor, a digital reminder system which sends text communications to patients, which also contains a secure online portal which stores letters and appointments. More information can be seen here: <https://www.dbth.nhs.uk/patients-visitors/digital-letters-dbth/>

Digital letters at DBTH - Doncaster and Bassetlaw Teaching Hospitals

We have launched our new Digital letters service! You may have recently received a text message which looks like the following – don't worry it is not a scam and it is from a trusted source within the hospital and is likely to contain important information for the Trust about an upcoming appointment or similar.
www.dbth.nhs.uk

Please advise of the individual(s) (name and/or job title) with responsibility for developing digital communications with patients

There is no one lead for this area of work, and is more contingent on what service is currently exploring this way of working. The Trust's Chief Information Officer is Ken Anderson, who broadly oversees all digital systems within the Trust.

Also, do you have performance targets for monitoring patient satisfaction?

We monitor patient satisfaction as per NHS guidelines, this includes the Friends and Family test.

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If so, please advise of the individual(s) (name and/or job title) with responsibility for monitoring or reporting on these targets.

Stacey Nutt, Deputy Director of Nursing for Patient Experience.