



Kent and Medway
NHS and Social Care Partnership Trust
Information Governance Department

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Email: kmpt.ig@nhs.net
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Our Reference:

Your Reference:

<<Insert Date>>

Insert Address

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 31849 under the Freedom of Information Act 2000 regarding:-

Digital Communications

Your request is set out below:

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

Yes

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

- Pre- and post-operative communication

N/A KMPT is a mental health organisation and does not carry out operations

- eConsent

No

- Outpatients

Yes – Lifesize is used to video consultations

- Emergency Care

N/A

- Patient engagement at home

Yes – Lifesize is used to video consultations

- Patient satisfaction

Yes, text service (text message sent to client after discharge with a link to the PREM)

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

Rachel Farrow-Gent Head of Digital Transformation

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Helen Greatorex

Do you have performance targets for monitoring patient satisfaction?

Yes

I confirm that the information above/attached completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department