

**Freedom of Information request: Digital Communication with Patients (CORP 2023 - 052)**

System Type / Domain	Pre- and post-operative	eConsent	Outpatients	Patient Engagement at Home	Patient Satisfaction
Supplier(s) Systems in Use	n/a	n/a	Civica Experience	Civica Experience	Civica Experience
Contract Award Date	n/a	n/a	2019	2019	2019
Contract Renewal Date	n/a	n/a	Aug-22	Aug-22	Aug-22
Comments	n/a	n/a	Implemented in VCC in July 2021	Implemented in VCC in July 2021.  Paper letters issued to patients with QR code that invites them to provide digital feedback via CIVICA platform.	Implemented in VCC in July 2021

Velindre has also recently added an additional module to its 'Civica' platform - CIVICA Engage. However, this has not yet been operationally deployed.

[https://www.civica.com/globalassets/7.document-downloads/2.uk-docs/engagement-solutions/engage-data-sheet\\_digital.pdf](https://www.civica.com/globalassets/7.document-downloads/2.uk-docs/engagement-solutions/engage-data-sheet_digital.pdf)