



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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Date: 15 September 2020

Re: Freedom of Information Request
Ref: 187-2020

Thank you for your email dated the 18th August, requesting information in relation to Telehealth and video consultations.

The information that you require is as follows:

1. Do you offer your patients video consultations?

Yes, the Trust offers patients video consultations

2. What percent of your clinical services currently offer video consultations to its patients?

Our Trust is a tertiary specialist cancer treatment centre and the only clinical service the Trust provides is cancer services. As per the response to question 3 below, all consultants offer video consultations to their patients

3. What percent of your clinicians currently offer video consultations to their patients?

100 %. All consultants offer video consultations to their patients

4. What percent of your current 20/21 activity* has been virtual (telephone or video appointments)?

Please note, virtual telephone and video appointments were only introduced within our Trust in April 2020. Therefore the percentage is as follows:

71% (April – July 2020)

5. What percent of your 19/20 activity* was virtual (telephone or video appointments)?

24%

6. What percent of your 20/21 activity* is via video consultation?

Please note, virtual telephone and video appointments were only introduced within our Trust in April 2020. Therefore the percentage is as follows:

0.39% (April – July 2020)

7. What percent of your 19/20 activity* was via video consultation?

0%

8. What software do you use to provide video consultations?

Attend Anywhere

9. Who is your organisation lead for telehealth?

Jeni Bradshaw, Digital Programme Manager

10. Does telehealth feature in any of your current strategies? If so which?

Not currently, however it will form part of a new Digital Health Strategy, which is currently being developed and is due to be published late 2020

11. What is the biggest challenge in rolling out telehealth?

- **Ensuring patients have the correct equipment and can access system**
- **Communicating the change of appointment to patients**

*** activity being either attended Outpatient Appointments and/or Community Contacts.**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.