

Date: 26 January 2021

Re: Freedom of Information Request
Ref: 298-2020

Thank you for your email dated the 24th December, requesting information in relation to hospital video consultations.

The information that you require is as follows:

Attending appointments by video consultations at hospitals:

- 1. Do you provide patients the option to attend appointments by video consultation?**

Yes

No

(please circle)

- 2. How many video consultations has your organisation carried out in the past 6 months?**

The number of video consultations carried out by our Trust in the last 6 months is as follows:

Jun	73
Jul	116
Aug	257
Sep	382
Oct	289
Nov	340
Dec	349
Total	1806

3. What is the name of the supplier that provides the video consultation platform?

Our Supplier is Attend Anywhere.

4. Does your video consultation platform enable multiple attendees?

YES

NO

If Yes, how many can attend an appointment session at the same time?

Three can attend an appointment session at the same time.

5. Does the patient need to download an app to attend the appointment?

YES

NO

6. Does your video consultation platform have multi-language translation functionality?

YES

NO

7. How much does it cost for a translator to assist and attend an appointment virtually?

(this could be charged per minute or per session, please note this)

We have not yet had to request this service from our translation and interpretation providers. However, our understanding is that prices would vary depending on the request.

8. How much does it cost per hour for a translator to attend in person?

The hourly rate for face to face interpreters would vary depending on the details of each individual request and the translation service used.

9. Does your video platform have a virtual waiting room for patients?

Yes, our video platform does have a virtual waiting room for patients.

10. Does your video platform enable Single Sign On (SSO)?

Yes our video platform does enable Single Sign On.

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.