

Date: 2 June 2021

Re: Freedom of Information Request
Ref: 133-2021

Thank you for your email dated the 10th May, requesting information in relation to consultations.

The information that you require is as follows:

- **What percentage of consultations were carried out in April 2021 via:**
 - **Phone = 31%**
 - **Video = 1%**
 - **Face-to-face = 68%**

- **Did you carry out any patient satisfaction survey on each of the channels in April 2021:**
 - **Phone**
 - **Video**
 - **Face-to-Face**

Yes, survey carried out via Text Messaging

- **Did you introduce digital services (either as new services or expanding into new departments) as a response to the pandemic?**
 - **Yes (highlight below):**
 - **Telephone consultations**
 - **Video consultations**
 - **Online appointment booking/management**
 - **E-prescription services**

- **Who are your suppliers for:**
 - **Telephone consultations – Not Applicable, no supplier**

- Video consultations – Attend Anywhere
 - Online appointment booking/management – Not Applicable
 - E-prescription services – Not Applicable

- What are the most common barriers to technology use within your trust?
 - The service requires face-to-face interactions
 - The staff member is unable to use the technology
 - The patient is unable to use the technology
 - Lack of funding
 - Other (please explain)

- Are you collecting patient feedback following interactions with the digital services you offer?
 - Yes - feedback obtained for all services
 - Feedback obtained for some services:
 - Telephone consultations
 - Video consultations
 - Online appointment booking/management
 - E-prescription services
 - No - we are not collecting this feedback
 - If no - do you plan to introduce this feedback data collection in the next six months? yes/no

- If yes, how do you collect feedback? - Text messaging

- Did you stop your FFT during the pandemic when the requirement to submit data was paused?
 - If yes, why?
 - If no, why?
 - Yes, FFT was stopped due to the Trust's response to COVID.

- Will you be deploying PIFU?
 - Yes, the trust currently stratifying prostate and breast patients, with Haemato-Oncology patients planned to commence in June. Other tumour groups to be considered, timelines not yet known.

Will you be collecting feedback on PIFU?

Feedback is not collected as such, but acceptance of being stratified is discussed with patient by the relevant clinician.

- **Who is your FFT supplier?**
Healthcare Communications.
- **If the FFT contract is outsourced, when was the contract initiated?**
See below
- **When does the FFT contract with your current supplier end?** See below
- **What is the expected value of this contract (£)?** See below

Exemption under Section 43(2) Prejudice to commercial interests of the Freedom of Information Act 2000 (“the Act”)

We have carefully considered your request and although we hold the information we have concluded that we will not be able to provide you with the information you have requested and we will rely on the exemption under Section 43(2) –Prejudice to commercial interests of the Freedom of Information Act 2000 (“the Act”).

Section 43(2) of the Act provides that information is exempt from disclosure if the information would or would be likely to, prejudice the commercial interests of any person (an individual, a company, the public authority itself or any other legal entity). One of the provisions of Section 43 relates to the disclosure of information where such disclosure might have an adverse effect on procurement and own commercial interests.

The Trust, as a public body is mindful that in order to engage this exemption we must demonstrate that disclosure of the information would, or would be likely to, prejudice or harm the commercial interests of any person (this can include the public authority holding it).

The term “would ...prejudice” has been defined as it is more likely than not to occur whereas “would likely....prejudice” is a lower threshold. The Trust has applied the prejudice test under Section 43 and we are content that the requirements of the test have been met.

Having reached the conclusion that the prejudice test has been met, we have also considered whether the public interest in maintaining the exemption outweighs the public interest in disclosure.

Public Interest Test

Factors in favour of disclosure

- The Trust recognises that there is a public interest in the disclosure of information which facilitates the accountability and transparency of public bodies for decisions

Factors in favour of non-disclosure

- There is a public interest in the Trust being able to work within competitive markets where that results in a financial or resource benefit
- The application of the Freedom of Information Act should not prejudice the fair operation of commercial markets and that suppliers should not face undue risks of harm from doing business with the NHS by disclosure of information
- Disclosure of the information would restrict the submission of truly competitive bids in future tender processes and impact on the Trust's ability to obtain best quality of service through fair competition.

Having carefully considered the public interest test we have concluded that there is a strong public interest in maintaining the fair and proper operation of commercial markets for both suppliers and the Trust.

Taking the above into consideration, having applied the necessary, relevant tests and taking all the current circumstances into consideration we are content that the requirements of all necessary and relevant tests have been met and the application of the exemption under Section 43(2) is appropriate on this occasion

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.