

Date: 24th April 2018

Re: Freedom of Information Request
Ref: 54- 2018

Thank you for your email dated the 24th March 2018, requesting information regarding Patient Entertainment Systems.

The information that you require is as follows:

Question One: Does the Trust have a Patient Entertainment offering? Yes, in all applicable wards; Yes in some wards or No

Yes, all patients have access to TV's

If Yes in all or some wards:

Is the system free or charge for patients, or is the service chargeable for either all or some content?

Free of charge

Does the system offer information services in addition to entertainment, for example nurse call or meal ordering?

No

Can you advise if you are under contract with a provider, and if so, who it is with and when that contract expires?

Not under contract

If No

Does the Trust have plans to implement a Patient Entertainment System and if so do you have an approximate date? **N/A**

Are you considering additional services such as nurse call or meal ordering or solely entertainment?

Patients will be provided with TV's in the new cancer centre – not yet decided on any additional functionality

Question Two

Are you able to provide a contact for Patient Entertainment for additional dialogue on the subject?

Greg O'Mara- gregomara@nhs.net

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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>