

Date: 6th February 2018

Re: Freedom of Information Request
Ref: 18- 2018

Thank you for your email dated 1st February 2018 requesting information regarding TV services.

The information that you require is as follows:

I would like to check about the tv services offered by the hospital please?

The Trust operates a free to air TV system for all in-patient beds and communal spaces.

I wondered which company provides the service?

The Trust procured the TV's and service is maintained by the in-house Estates team.

I wanted a list of each tv package offered, including what is included, the full costs, the duration, and the list of channels this provides access to?

- **TV Package – Universal live TV and Radio**
- **Cost to Patient – Free**
- **Duration – 24/7 and within acceptable use**
- **List of Channels – Freeview services (TV and Radio) from the Winter Hill transmitter plus Radio Clatterbridge (hospital radio) and BBC Radio Merseyside**

I wondered if there are any ways a patient can watch the tv for free and if so what are these periods and how are they accessed?

Service is free and is accessed from bedside monitors or wall mounted TVs in some single bed rooms and waiting areas/common areas.

I wondered which payment methods are available to pay for the tv service and if there are any additional costs such as admin fees etc?

N/A

I wondered if refunds are available for the service and if so in what circumstances?

N/A

Does the trust profit from this scheme and if so how many in the last financial year?

N/A

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>