

Date: 1 June 2018

Re: Freedom of Information Request
Ref: 103-2018

Thank you for your email dated 11th May 2018 requesting information regarding TV, Internet and Telephone.

The information that you require is as follows:

Q1 & 2:

Does your trust charge patients for use of the following items? If so what is the hourly charge as of 1 May 2018?

- a) Television **No charge**
- b) Internet **No charge**
- c) Telephone **Not Applicable**

Q3

What is the total amount the Trust received in charges in each year 2017/18, 2016/17 and 2009/10 for each item?

- a) Television

Not Applicable as no charge, see answer to Question 1 & 2

- b) Internet

Not Applicable as no charge, see answer to Question 1 & 2

- c) Telephone

Not Applicable

Q4

How many individual patients paid charges in each year 2017/18, 2016/17 and 2009/10 for each item?

a) **Television**

Not Applicable as no charge, see answer to Question 1 & 2

b) **Internet**

Not Applicable as no charge, see answer to Question 1 & 2

c) **Telephone**

Not Applicable

Q5

What was the highest amount charged to one patient for each item in each year 2017/18, 2016/17 and 2009/10.

a) **Television**

Not Applicable as no charge, see answer to Question 1 & 2

b) **Internet**

Not Applicable as no charge, see answer to Question 1 & 2

c) **Telephone**

Not Applicable

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>