

Date: 12 February 2020

Re: Freedom of Information Request
Ref: 15-2020

Thank you for your email dated 15th January 2020 requesting information regarding software and documents.

The information that you require is as follows:

- **Do you have a Digital Lead for the organisation? If so, could you provide a name and contact details?**

Greg O'Mara – Head of Digital Programmes – gregomara@nhs.net

- **Are you currently using a video application to deliver virtual consultations throughout the organisation?**

Yes, this is currently a pilot

- **If so, what application service provider are you using?**

Referro

- **Do you have a Digital strategy in place to implement virtual consultations throughout your organisation in line with the NHS long term plan?**

Yes, our Trust does have a Digital Strategy in place.

- **If so, do you have timescales in place to implement virtual consultations and when are you looking to achieve this by?**

There are currently no timescales with regards to this, however, the pilot phase has been started during Quarter 1 2020.

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>