

Luton & Dunstable University Hospital  
 Bedfordshire Hospitals NHS Foundation Trust  
 Lewsey Road  
 Luton  
 LU4 0DZ

Bedford Hospital  
 Bedfordshire Hospitals NHS Foundation Trust  
 Kempston Road  
 Bedford  
 MK42 9DJ

22/12/2021

Dear Requester,

Thank you for your Freedom of Information request which was received within the Trust.

In accordance with S.1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that we do hold the information relevant to your request. FOI 356

**Response from Bedfordshire Hospitals NHS Foundation Trust**

**Primary Data Collection Questionnaire**

1. Has the attend anywhere solution been successfully implemented in your organisation?

1	2	3	4
Not implemented (0% of specialities)	Partially implemented (1-49% of specialities)	<b>Implemented (over 50-94% of specialities)</b>	Fully implemented (95%+ of specialities)

2. How do you/ would you/ your organisation measure the effectiveness of outpatient care? (please tick all that apply)

- 1. DNA rate
- 2. Cancellation rate
- 3. New/ Follow up ratio
- 4. Patient satisfaction
- 5. Datix/ risks
- 6. Performance metrics e.g. RTT, CWT
- 7. Appointment utilisation rates
- 8. Other (please specify)

3. How do you/ would you/ your organisation measure the effectiveness of virtual outpatient care? (please tick all that apply)

- 1. As above (Q2)
- 2. Other (please specify)

4. Would you consider attend anywhere to be an effective method of delivering outpatient care? (please circle)

1	2	3	4
Ineffective	Less effective than traditional methods	As effective as traditional methods	More effective than traditional methods

5. In your opinion, how effective have virtual consultants (including telephone) been in the delivery of outpatient care? (please circle)

1	2	3	4
Ineffective	Less effective than traditional methods	As effective as traditional methods	More effective than traditional methods

6. What has impacted on the use of the attend anywhere system and/or virtual consultations? (please tick all that apply)

- 1. Patient age
- 2. Patient economic status
- 3. Clinician age
- 4. Specific patient cohort or condition
- 5. Other (please specify)

7. What has been the impact of the answers to question 6? (e.g. increased utilisation, decreased utilisation; improved effectiveness, reduced effectiveness; improved clinical/ patient outcomes, negative clinical/ patient outcome etc.)

Easier to implement for certain specialties than others.

8. What do you consider are the benefits of virtual consultations? (please tick all that apply)

1. **Cost savings**
2. Operational delivery
3. Improved use of resources
4. Improved patient experience
5. Other (please specify)

Reducing face to face interactions.

9. Do you believe that virtual consultations will continue within Outpatients post COVID-19? (please circle)

1	<b>2</b>	3	4
Discontinue	<b>Reduced use</b>	Continue current level	Increased use

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to:

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Or by emailing [bhn-tr.foibedfordshirehospitals@nhs.net](mailto:bhn-tr.foibedfordshirehospitals@nhs.net). This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
[www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely,

*IG/FOI Coordinator*

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