

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

12/01/2021

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 083

Response from Luton and Dunstable University Hospital and Bedford Hospital

1. Do you offer your patients video consultations? – Yes, since April 202
2. What percent of your clinical services currently offer video consultations to its patients? – **30%, but with a view to making as near to 100% asap**
3. What percent of your clinicians currently offer video consultations to their patients? – **As above**
4. What percent of your current 20/21 activity* has been virtual (telephone or video appointments)? – **94%, but this reducing, as we move out of lockdown/covid and more activity is returning to F2F (as necessary)**
5. What percent of your 19/20 activity* was virtual (telephone or video appointments)? **1%**
6. What percent of your 20/21 activity* is via video consultation? – **1.4%**
7. What percent of your 19/20 activity* was via video consultation? – **0 no video was offered in 19/20**
8. What software do you use to provide video consultations? – **Attend Anywhere**
9. Who is your organisation lead for telehealth? – **No formal lead on Telehealth**
10. Does telehealth feature in any of your current strategies? If so which? – **Does not feature in the last published strategy**
11. What is the biggest challenge in rolling out telehealth? – **This information is not held by the Trust**

This information is provided for your personal use and is the property of Bedfordshire Hospitals NHS Trust and subject to any existing Intellectual Property and Database Rights. Any commercial application or use of this information may be subject to the provisions of the Re-use of Public Sector

Information Regulations 2015 (RPSI). This means that if you wish to re-use the information provided for commercial purposes for any reason you must ask the Trust for permission to do so.

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. 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

Yours sincerely,

IG/FOI Coordinator

Bedford Hospital, Kempston, Bedford
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