

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

13/01/2021

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 317

Response from Luton and Dunstable University Hospital
Please see the attachment.

Response from Bedford Hospital

Attending appointments by video consultations at hospitals

1. Do you provide patients the option to attend appointments by video consultation?

Yes

2. How many video consultations has your organisation carried out in the past 6 months?

13,600

3. What is the name of the supplier that provides the video consultation platform?

Attend Anywhere

4. Does your video consultation platform enable multiple attendees?

YES

If Yes, how many can attend an appointment session at the same time?

4-6

5. Does the patient need to download an app to attend the appointment?

NO

6. Does your video consultation platform have multi-language translation functionality?

NO

7. How much does it cost for a translator to assist and attend an appointment virtually?
(this could be charged per minute or per session, please note this) **Exemption 43 applied**

Commercially sensitive information

8. How much does it cost per hour for a translator to attend in person? **Exemption 43 applied**

Commercially sensitive information

9. Does your video platform have a virtual waiting room for patients?

Yes

10. Does your video platform enable Single Sign On (SSO)?

No

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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. 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
MK42 9DJ

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