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Standing Way
Eaglestone
Milton Keynes
MK6 5LD
Tel: 01908 660033
www.mkhospital.nhs.uk
For people who have hearing loss
Minicom 01908 243924

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 01 February 2018.

I am pleased to confirm the following.

I wondered which company provides the service?

HTS (Hospicom) have one of the original contracts which runs until Aug 19.

I wanted a list of each tv package offered, including what is included, the full costs, the duration, and the list of channels this provides access to?

Patient can buy a payment card in machines and use this against credits on the bedside devices. The service provides Freeview channels.

I wondered if there are any ways a patient can watch the tv for free and if so what are these periods and how are they accessed?

Children's wards have free viewing during the day.

I wondered which payment methods are available to pay for the tv service and if there are any additional costs such as admin fees etc?

HTS provide payment machines in various locations in the hospital, which take cash

I wondered if refunds are available for the service and if so in what circumstances?

HTS provide a support number, for patients to discuss any queries such as this.

Does the trust profit from this scheme and if so how many in the last financial year?

No.

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom Of Information Co-ordinator

For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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