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Standing Way  
Eaglestone  
Milton Keynes  
MK6 5LD  
Tel: 01908 660033  
[www.mkhospital.nhs.uk](http://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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