

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 18 August 2020.

I am pleased to confirm the following.

- 1. Do you offer your patients video consultations?**
The Trust does offer some video consultations within some specialties where clinically appropriate.
- 2. What percent of your clinical services currently offer video consultations to its patients?**
Approximately 0.5% - it is difficult to be more precise as our systems and processes are not currently set up to derive accurate data.
- 3. What percent of your clinicians currently offer video consultations to their patients?**
25 clinicians - it is difficult to calculate this as a percentage as our systems and processes are not currently set up to derive accurate data.
- 4. What percent of your current 20/21 activity* has been virtual (telephone or video appointments)?**
It is difficult to be precise as our systems and processes are not currently set up to derive accurate data.
- 5. What percent of your 19/20 activity* was virtual (telephone or video appointments)?**
It is difficult to be precise as our systems and processes are not currently set up to derive accurate data.
- 6. What percent of your 20/21 activity* is via video consultation?**
It is difficult to be precise as our systems and processes are not currently set up to derive accurate data.
- 7. What percent of your 19/20 activity* was via video consultation?**
0%
- 8. What software do you use to provide video consultations?**
Microsoft Teams
- 9. Who is your organisation lead for telehealth?**

There is no designated lead.

10. Does telehealth feature in any of your current strategies? If so which?

Yes, as part of the Trust's post Covid recovery plan we are aiming to reduce to the number of face to face appointments by a third.

11. What is the biggest challenge in rolling out telehealth?

Telephone appointments have not been a challenge and a large proportion of consultations are now undertaken in this way. Video is more of a challenge due to the resource requirements in setting up and adopting as business as usual. Where video consultations are in place currently, the processes to arrange and administer are much longer than telephone or face to face appointments, although there is a pilot to integrate video consultations into the trust booking system.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

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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