

Attending appointments by video consultations at hospitals

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

Yes No (please circle)

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

This is not centrally recorded and we would need to visit each clinic list of each speciality to calculate these which will exceed the time of 18 hours and therefore would incur a charge. The patients may have been listed for video and receive a phone consultation instead due to technical issues or preference and this would be recorded in the patient record. Therefore the Trust uses exemption 40 "personal data".

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

Teams

4. Does your video consultation platform enable multiple attendees? YES NO

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

This will depend on those invited.

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

YES NO

If teams is not already installed

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

YES 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)

This would be charged per session and it would depend on the nature and time of the session

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

We charge by the session. The Trust uses exemption 43 "Commerical Interests" we do not give unit prices.

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

A patient can sign in and wait to be invited in.

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

Yes