

freedom.information@wvt.nhs.uk

22 September 2020

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2020/0139

Thank you for your request for information.

Wye Valley NHS Trust responds:

//////////REQUEST

1. Do you offer your patients video consultations?

Yes.

2. What percent of your clinical services currently offer video consultations to its patients?

c60%

3. What percent of your clinicians currently offer video consultations to their patients?

c60%

4. What percent of your current 20/21 activity* has been virtual (telephone or video appointments)?

54%

5. What percent of your 19/20 activity* was virtual (telephone or video appointments)?

Not available

6. What percent of your 20/21 activity* is via video consultation?

Not available

7. What percent of your 19/20 activity* was via video consultation?

Not available

8. What software do you use to provide video consultations?

Visconn Clinic.

9. Who is your organisation lead for telehealth?

Visconn coordinator.

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

Digital Transformation

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

Internet Connection Speed at certain remote locations

* activity being either attended Outpatient Appointments and/or Community Contacts.

Please note that a record of previous Trust FOI responses is now available to consult online by visiting:

<https://www.wyevalley.nhs.uk/about-us/information-requests/freedom-of-information-requests.aspx>

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer
Wye Valley NHS Trust
Monkmoor Court
31-34 Commercial Road
Hereford
HR1 2DX
Email: freedom.information@wvt.nhs.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire, SK9 5AF

Telephone: 0303 123 1113 www.ico.gov.uk

Yours sincerely,

Freedom of Information Coordinator

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