

Request for Information Reference: 02.18.02

Direct line: 01325 743700

Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

28 February 2018

## **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 1<sup>st</sup> February 2018 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

**County Durham and Darlington Services (CDD services) is a wholly owned subsidiary of County Durham and Darlington Foundation Trust, they provide Estates, Facilities and Procurement services and reply as follows:**

You requested information regarding the Hospital TV services. Specifically you asked:

**1. *Which company provides the service?***

Answer: The service is provided on two sites; Bishop Auckland Hospital and Darlington Memorial Hospital, under concession agreements with Hospedia, whereby the Trust has no financial spend and secondly receive no revenue with regards to the services provided. Please note the service is not provided at University Hospital of North Durham (UHND) instead television sets belonging to the Trust are available periodically at UHND.

**2. *I would like 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?***

Answer: This information relates to arrangements between the concession holder (Hospedia) and end users. Charges are determined by the concession holder and vary by content selected and duration. This information falls outside the scope of the Act as the Authority does not hold the information.

However, we understand from our concession holder that all patients have access to free services; free radio 247 (including the exclusive outlet for Hospital Radio), free

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television from 8am to mid-day and free outbound telephone calls to 01, 02 and 03 numbers. Access to television services are also free in children's wards from 7am to 7pm.

Where additional services are selected by the patient payment may be made by credit card, debit card or through vending machines. No administration charges apply for any payment option. Prices vary by content and duration of service selected. Patients benefit from lower average daily cost when longer duration bundles are selected. Partial refunds are available to patients with unused time remaining or an unresolved fault with their service. Unused pre-paid service cards purchased through vending machines are refundable. Used pre-paid service cards are not refundable unless there is an unresolved fault with the service or the user is moved to a location in the Hospital without service or to a different Hospital where Hospedia services are not available.

**3. *Is there are any ways a patient can watch the TV for free and if so what are these periods and how are they accessed?***

Answer: Please see the answer to question 2.

**4. *Which payment methods are available to pay for the TV service and if there are any additional costs such as admin fees etc.?***

Answer: Please see the answer to question 2.

**5. *Are refunds available for the service and if so in what circumstances?***

Answer: Please see the answer to question 2.

**6. *Does the Trust profit from this scheme and if so how many in the last financial year?***

Answer: Please see the answer to question 1.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive  
County Durham & Darlington NHS Foundation Trust  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

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

Telephone: 0303 123 1113  
Website: [www.ico.gov.uk](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**