

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
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Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 05.18.24

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Email only

5 June 2018

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 11 May 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.

You requested information regarding the charges for Television, internet and telephone. Specifically you asked:

Q1 & 2:

Does your Trust charge patients for use of the following items? If so what is the hourly charge as of 1 May 2018?

- a) Television***
- b) Internet***
- c) Telephone***

Q3

What is the total amount the Trust received in charges in each year 2017/18, 2016/17 and 2009/10 for each item?

- a) Television***
- b) Internet***
- c) Telephone***

Q4

How many individual patients paid charges in each year 2017/18, 2016/17 and 2009/10 for each item?

- a) Television***
- b) Internet***
- c) Telephone***

Q5

What was the highest amount charged to one patient for each item in each year 2017/18, 2016/17 and 2009/10?

- a) Television**
- b) Internet**
- c) Telephone**

Please use the following table for answers if possible:

	Television	Internet	Telephone
Charge for use? Y/N			
Hourly charge as of 1 May 2018?			
Total amount the Trust received in charges in year 2017/18			
Total amount the Trust received in charges in year 2016/17			
Total amount the Trust received in charges in year 2009/10			
Highest total amount charged to one patient for item in year 2017/18.			
Highest total amount charged to one patient for item in year 2016/17.			
Highest total amount charged to one patient for item in year 2009/10.			
Total number of individual patients who paid charges in 2017/18			
Total number of individual patients who paid charges in 2016/17			
Total number of individual patients who paid charges in 2009/10			

County Durham and Darlington NHS Foundation Trust replies:

	Television	Internet	Telephone
Charge for use? Y/N	Yes	No	No
Hourly charge as of 1 May 2018?	See Below	See Below	See Below
Total amount the Trust received in charges in year 2017/18	See Below	See Below	See Below
Total amount the Trust received in charges in year 2016/17	-	-	-
Total amount the Trust received in charges in year 2009/10	-	-	-

Highest total amount charged to one patient for item in year 2017/18.	-	-	-
Highest total amount charged to one patient for item in year 2016/17.	-	-	-
Highest total amount charged to one patient for item in year 2009/10.	-	-	-
Total number of individual patients who paid charges in 2017/18	-	-	-
Total number of individual patients who paid charges in 2016/17	-	-	-
Total number of individual patients who paid charges in 2009/10	-	-	-

The charges levied to customers are based on a 24 hour period and are as follows:

Product	Days	Cost
Television	1 day	7.90
Television	3 days	19.90
Television + Movies	3 days	24.90

All customers receive free radio, free UK calls and free TV from 8am – 12 noon with the ability to watch channels 1-5 (BBC1, BBC2, ITV, Channel 4 and Channel Five).

Please Note, under the terms of the 'Concession for the Installation and Operation of a Patient Entertainment and Communication System' contract signed by the Trust and Patient line, now formerly known as Hospedia under Section 5.1 'The Licensee is providing the System at no cost to the Authority on the basis that all charges for the use of the system will be paid by the Patients and the Licensee will have no recourse to the Authority in respect of such charges'.

The Trust is not party to the revenue generated or overall usage of the entertainment system.

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.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer