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Request for Information Reference: 08.20.23

Email: cdda-tr.cddftfoi@nhs.net

Email only

15 September 2020

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 18 August 2020 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to video consultations and I am providing the following information in response to your specific questions:

1. Do you offer your patients video consultations?

Yes, the Trust does offer patients video consultations.

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

The initial phase resulted in seven of the Trust's specialties currently offering video consultation. A further 23 specialities are currently in the planning phase for roll out.

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

The Trust does not record this information in a way which allow for this information to be calculated. To collate the data would exceed the permitted timescale within the act therefore; we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen and quarter hours of work by a member of staff at the rate of £25 per hour.

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

The percentage of all Consultant Led Outpatient appointments which were held virtually from April to August 2020 was 10.8%.

5. What percent of your 19/20 activity* was virtual (telephone or video appointments)? * activity being either attended Outpatient Appointments and/or Community Contacts.

The percentage of all Consultant Led Outpatient appointments which were held virtually from April 2019 to March 2020 was 0.2%.

6. What percent of your 20/21 activity* is via video consultation? * activity being either attended Outpatient Appointments and/or Community Contacts.

7. What percent of your 19/20 activity* was via video consultation? * activity being either attended Outpatient Appointments and/or Community Contacts.

The Trust is not able to provide this specific information as it is not currently recorded in this way. The way in which information is recorded does not allow for the disaggregation between video and phone consultations. To collate the data would exceed the permitted timescale within the act therefore; we are refusing this section of your request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen and quarter hours of work by a member of staff at the rate of £25 per hour.

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

The Trust has approved 4 solutions dependent upon use:

- TPP Airmid
- AccuRx
- Attend Anywhere
- Health Call

9. Who is your organisation lead for telehealth?

Andrew Izon, Chief Information Officer, is the Trust's Lead for telehealth.

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

Yes, telehealth features the Trust's The Health Informatics Strategy.

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

The Trust encountered the following challenges during the roll out of telehealth:

- The requirement to support mixed clinical workflows which incorporate the use of face to face, telephone and video consultations, and the solutions that can support the patients and clinicians with this.
- Supporting the change to clinical practices and administrative processes.
- Ensuring access to appropriate infrastructure and devices for patients.

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer