

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100

Request for Information Reference: 12.20.43
Email: cdda-tr.cddftfoi@nhs.net

Email only

10 February 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 24 December 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.

Firstly please accept my apologies for the time taken to respond. Your request was in relation to video consultations and I am providing the following information in response to your specific questions:

1. Do you provide patients the option to attend appointments by video consultation? Yes/No?

Yes.

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

The Trust does not record this information.

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

Attend Anywhere.
AccuRx
AirMid

4. Does your video consultation platform enable multiple attendees? Yes/ No?

Yes.

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

Up to five people can attend an appointment session at the same time.

**5. Does the patient need to download an app to attend the appointment?
Yes/No?**

No.

**6. Does your video consultation platform have multi-language translation
functionality? Yes/ No?**

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 is charged at the standard rate of £35 per session.

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

£35.00.

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

Yes, Attend Anywhere.

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

No.

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