

Ref: FOIA Reference 2020/21-186

**Royal Stoke University Hospital**  
**Data, Security and Protection**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 2<sup>nd</sup> September 2020

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 18<sup>th</sup> August 2020 requesting information under the Freedom of Information Act (2000) regarding Telehealth

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 Do you offer your patients video consultations?**

A1 Yes UHNM offers video consultation using Attend Anywhere solution.

**Q2 What percent of your clinical services currently offer video consultations to its patients?**

A2 UHNM cannot express the answer in the form of a percentage.

**Q3 What percent of your clinicians currently offer video consultations to their patients?**

A3 As answer 2

**Q4 What percent of your current 20/21 activity\* has been virtual (telephone or video appointments)?**

A4 42%

**Q5 What percent of your 19/20 activity\* was virtual (telephone or video appointments)?**

A5 5.3%

**Q6 What percent of your 20/21 activity\* is via video consultation?**

A6 0.9%

**Q7 What percent of your 19/20 activity\* was via video consultation?**

A7 0%

**Q8 What software do you use to provide video consultations?**

A8 Attend Anywhere

**Q9 Who is your organisation lead for telehealth?**

A9 UHNM does not have a designated lead for Telehealth

**Q10 Does telehealth feature in any of your current strategies? If so which?**

A10 There is no explicit reference to Telehealth in the UHNM 2025 Vision refreshed 2017.

However, this information regarding telehealth is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the website at the following link: <https://www.twbstaffsandstoke.org.uk/publications/59-case-for-change/file>

(Telehealth is referred to in the Together We're Better (Staffordshire and Stoke on Trent STP) Aug 2019 Case for change (page 79))

**Q11 What is the biggest challenge in rolling out telehealth?**

**\* Activity being either attended Outpatient Appointments and/or Community Contacts**

A11 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are

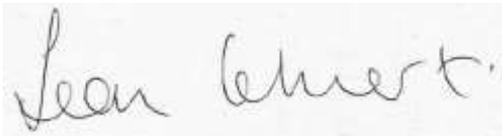
still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Jean Lehnert  
**Data, Security & Protection Manager**