

**Freedom of Information Request**

**Ref: 20-374**

21 August 2020

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

We can confirm that we do hold the information you are requesting.

**1. Do you offer your patients video consultations?**

The trust offers video consultations. We have been led by our consultants in determining if and when VCS is appropriate for the clinical consultation.

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

93 (approximately 75%) specialities are setup to provide video consultations. We have been led by our consultants in determining if and when VCS is appropriate for the clinical consultation.

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

988 clinical users are setup to provide video consultations. We have been led by our consultants in determining if and when VCS is appropriate for the clinical consultation.

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

46%

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

4%

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

12%

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

0%

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

Attend Anywhere.

**9. Who is your organisation lead for telehealth?**

Job Wooster Outpatient services manager.

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

Telehealth is a core component of the outpatient strategy for University Hospitals Bristol and Weston NHS Foundation Trust.

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

During COVID-19 availability of IT hardware was the most significant challenge.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team  
University Hospitals Bristol and Weston NHS Foundation Trust**