

**Reference Number:** FOI/2019/265  
**From:** Private Individual  
**Date:** 02 July 2019  
**Subject:** Video Conferencing

**Q1** Do you have a video conferencing system for internal communications?

**A1** Yes – please note we have chosen to provide response to this question although it is a general question rather than a request for information held by the Trust.

The Freedom of Information Act 2000 (FOIA) provides a right of access any recorded information held by a public authority and to be valid under Section 8 a request must:

- be in writing;
- include the requester's name and an address for correspondence
- describe the information being requested

Guidance issued by the Information Commissioner's Office states that a questionnaire/survey will qualify as an FOIA request provided that the requester has supplied their real name and an address, and at least one of the questions provides a valid description of the information being requested. However, authorities will need to treat each individual question on its merits which means adopting the following approach:

- Respond to any questions that provide a valid description of the information.
- For questions that are unclear, ask the requester for further clarification under Section 1(3).
- If any of the questions fail to meet the criteria for a valid description, issue the requester with a timely response advising that they are invalid under Section 8(1)(c) and explaining why.

**Q2** If yes, are there training programmes in place to ensure your staff can use the video conferencing system?

**A2** Information not held but we can advise local training provided

**Q3** How do multi-disciplinary teams communicate within the trust?

**A3** As per A1, general question however, each MDT meeting may have different requirements so the methods used will vary accordingly

**Q4** Does the trust use the N3 video conferencing overlay service to book and schedule video calls?

**A4** Yes – general question as per A1

**Q5** Will you have completed your transition from the N3 network to the new HSCN by the deadline of September 2019?

**A5** Completed in December 2018

Q6 Does the trust plan to introduce virtual consultations or appointments via video in the near future?

A6 Yes – general question as per A1