

Reference Number: FOI/2020/357
From: Private Individual
Date: 15 December 2020
Subject: Video Consultations Appointments

Q1 Do you provide patients the option to attend appointments by video consultation?
Yes No

A1 Yes, for selected services

Q2 How many video consultations has your organisation carried out in the past 6 months?

A2 3529 video consultations took place between 1st June 2020 and 30th November 2020

Q3 What is the name of the supplier that provides the video consultation platform?

A3 Attend Anywhere

Q4 Does your video consultation platform enable multiple attendees?

Yes No

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

A4 Yes

a. Up to six

Q5 Does the patient need to download an app to attend the appointment?

Yes No

A5 No

Q6 Does your video consultation platform have multi-language translation functionality?

Yes No

A6 No

Q7 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)

A7 Charges are variable and dependant on which languages are required.

However unique pricing structures are subject to Section 43- Commercial Interests exemption. These values have been exempted (S43) due to the potential damage to commercial interests of the current suppliers as release of this information and any other unique pricing likely to be requested for disclosure would allow other competitors a significant competitive advantage and thus harm the commercial interests of our current

suppliers.

Q8 How much does it cost per hour for a translator to attend in person?

A8 As per A7

Q9 Does your video platform have a virtual waiting room for patients?

A9 Yes

Q10 Does your video platform enable Single Sign On (SSO)?

A10 No