

Ref: FOI/GS/ID 6263

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

22 September 2020

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to video consultations.

You asked:

- 1. Do you offer your patients video consultations?*
- 2. What percent of your clinical services currently offer video consultations to its patients?*
- 3. What percent of your clinicians currently offer video consultations to their patients?*
- 4. What percent of your current 20/21 activity* has been virtual (telephone or video appointments)?*
- 5. What percent of your 19/20 activity* was virtual (telephone or video appointments)?*
- 6. What percent of your 20/21 activity* is via video consultation?*
- 7. What percent of your 19/20 activity* was via video consultation?*
- 8. What software do you use to provide video consultations?*
- 9. Who is your organisation lead for telehealth?*
- 10. Does telehealth feature in any of your current strategies? If so which?*
- 11. What is the biggest challenge in rolling out telehealth?*

Trust response:

1. Yes
2. 24 specialties offer video consultations but % of clinical services of the total number of clinical services known)
3. We currently have 348 registered users of the Trust video consultation solution
4. 46%
5. 7.9%
6. 5%
7. 3.3%

8. Attend Anywhere and AccuRx
9. Katie Goodwin, Divisional Director of Operations
10. Forms part of the Trust's plan for outpatient transformation
11. Having the correct IT equipment