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Darlington Memorial Hospital
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Darlington
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Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 03.18.48

Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Mr M Bellamy
Email only

25 April 2018

Dear Mr Bellamy

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 29 March 2018 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding patient entertainment. Specifically you asked for:

I am currently researching the use of Patient Entertainment and Patient Information Access in hospitals, how it is funded, its affordability for patients and its use in enhancing the patient experience.

I would very grateful if you could supply the information requested below. For the purpose of my study, I am defining Patient Entertainment Systems as any bedside entertainment system that is for individual use and as a minimum allows access to television programmes.

Question One: Does the Trust have a Patient Entertainment offering?

Answer: Yes in some wards. The Trust operates bedside patient entertainment systems within the Darlington Memorial Hospital and Bishop Auckland Hospital sites only.

Is the system free or charge for patients, or is the service chargeable for either all or some content?

Answer: Patients are offered free access to BBC1, BBC2, ITV, Channel 4 and Channel Five from 08.00 until 12.00 (noon) daily. At all other times the service is chargeable at the following rates:

3 Day TV Bundle	£19.90	1 Day TV Bundle	£7.90
3 Day TV & Movies Bundle	£24.90	1 Day TV & Movies Bundle	£9.90

Does the system offer information services in addition to entertainment, for example nurse call or meal ordering?

Answer: No

Can you advise if you are under contract with a provider, and if so, who it is with and when that contract expires?

Answer: Yes, Hospedia in a rolling one year contract

Does the Trust have plans to implement a Patient Entertainment System and if so do you have an approximate date?

Answer: N/A

Are you considering additional services such as nurse call or meal ordering or solely entertainment?

Answer: N/A

Question Two

Are you able to provide a contact for Patient Entertainment for additional dialogue on the subject?

Answer: If the Trust wishes to re-provide their current patient entertainment system expressions of interest will be sought through the E-Procurement system with contact details being provided at this time.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely



Joanna Tyrrell
Freedom of Information Officer