



East and North Hertfordshire
NHS Trust

Our ref: JA/JM/18.158

Jude Archer
Company Secretary
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Dear Michael

Freedom of Information Request – 18.158

I write regarding your request for information under the Freedom of Information Act.

Question One: Does the Trust have a Patient Entertainment offering? - [Yes in some wards.](#)

If Yes in all or some wards:

Is the system free or charge for patients, or is the service chargeable for either all or some content? - [Service is chargeable.](#)

Does the system offer information services in addition to entertainment, for example nurse call or meal ordering? – [No.](#)

Can you advise if you are under contract with a provider, and if so, who it is with and when that contract expires? - [We have an interim agreement with our current provider - Hospital TV Services.](#)

If No

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

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

Question Two

Are you able to provide a contact for Patient Entertainment for additional dialogue on the subject? - [Hospital TV Services, Garry & Helen Fox \(email: \[helenfox@gmail.com\]\(mailto:helenfox@gmail.com\)\)](#)

I hope that this information has helped you. If you are dissatisfied with the way in which your request has been handled please contact me in the first instance. Ultimately, of course, you have the right of appeal to the Information Commissioner.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jude Archer', with a small mark to the right.

Jude Archer
Freedom of Information Officer / Company Secretary