

Information Governance

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Response Due: 6th March 2018

23rd February 2018

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the FOI Act.

I would like to ask a few questions about the hospital TV services please.

I would like to check about the TV services offered by the hospital please.

1. I wondered which company provides the service.

Hospedia.

2. I wanted a list of each TV package offered, including what is included, the full costs, the duration, and the list of channels this provides access to?

There are two types of TV packages: TV and TV and movies (up to 50 movies) Cost: TV - £7.90 per day £19.90 for 3 days. TV and Movies - £9.90 per day £24.90 for 3 days.

There is a facility for sky sports. You can only access this by contacting the Hospedia centre, and paying by card at an additional cost to the TV package.

Sky sports for 1 day £10, 2 days £15, 3 days £20 and 5 days £30 – on top of the above. All payments for sky sports are non-refundable. There are further packages for 'longer stay' patients – TV - £34.90 and £39.90 - TV and movies for 7 days and TV £49.90 and TV and movies £59.90 for 30 days. There is a free facility of a 2 minute phone call to any landline or mobile. Patients can receive calls at no cost. Once the cards have been inserted in the TV these cannot be removed until the card is exhausted of funds.

3. I wondered if there are any ways a patient can watch the TV for free and if so what are these periods and how are they accessed?

Any TV viewing is free on channels 1 – 5 between 8am and 12 noon on all TV's.

4. I wondered which payment methods are available to pay for the TV service and if there are any additional costs such as admin fees etc.

On the hospital site payment is cash only for the TV card vending machine. However, patients can pay by credit or debit card by calling Hospedia customer service from their 'TV phone' or downloading the Hospedia App.

5. I wondered if refunds are available for the service and if so in what circumstances?

There are no refunds on cards purchased on site. However, if cards have been purchased from customer service by credit/debit card, depending on days remaining there may be the opportunity of a refund.

6. Does the trust profit from this scheme and if so how many in the last financial year?

The Trust does not receive profit from this facility.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you Within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster
Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF