

**Attending appointments by video consultations at hospitals**

1. Do you provide patients the option to attend appointments by video consultation?

Yes

No

(please circle)

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

A. 01/06/20 to 30/12/20 inclusive 4352

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

**A. Attend Anywhere**

B. Does your video consultation platform enable multiple attendees?

YES

NO

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

A. **Restricted to 6 participants in total; including clinician.**

C. Does the patient need to download an app to attend the appointment?

YES

NO

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

YES

NO

E. 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)

**For an interpreter to attend a virtual appointment via the customers own tools, ie Skype, MS Teams, Attend Anywhere etc the charge is £28 per hour.**

For a 2/3 way virtual appointment not done via the customers own tools, but instead conducted through our LiveLINK platform, the charge is £0.75 per minute for a 2 way virtual conversation or £1.50 per minute for a 3 way virtual conversation

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

£28

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

A. Yes

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

A. No the patients log on via a secure weblink on their smart phone, tablet or computer. There is no requirement for the patient to create an account to use the platform.

FOI ref 399-2021