

## Freedom of Information Request

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**Reference Number:** EPUT.FOI.20.1772  
**Date Received:** 14<sup>th</sup> December 2020

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### Information Requested:

1. Do you provide patients the option to attend appointments by video consultation?  
Yes
2. How many video consultations has your organisation carried out in the past 6 months?  
For the Period 1<sup>st</sup> June 2020 – 30<sup>th</sup> November 2020 the Trust carried out 22,149 video consultations
3. What is the name of the supplier that provides the video consultation platform?  
MS Teams  
AccurX  
AttendAnywhere
4. Does your video consultation platform enable multiple attendees?  
Yes
5. If Yes how many can attend an appointment session at the same time?  
Up to 250 for group sessions
6. Does the patient need to download an app to attend the appointment?  
MS Teams – No  
AccurX – Yes  
AttendAnywhere - Yes
7. Does your video consultation platform have multi-language translation functionality?  
Yes speech to text as an add-on to MS teams (Microsoft Translation)
8. How much does it cost for a translator to assist and attend an appointment virtually?  
The Trust has hourly rates which differ based on the language requested and also if this is for a beginner, intermediate or advanced basis
9. How much does it cost per hour for a translator to attend in person?  
The Trust has hourly rates which differ based on the language requested and also if this is for a beginner, intermediate or advanced basis
10. Does your video platform have a virtual waiting room for patients?  
MS Teams – Yes  
AccurX – No  
Attend Anywhere - Yes

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

MS Teams Yes

AccurX – No

Attendanywhere - No

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**Publication Scheme:**

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>