

Date: 11/08/2016

FREEDOM OF INFORMATION REQUEST FOI/012930 – Phone & TV charges

I would like to make a request under the Freedom of Information Act.

1. What was the total revenue incoming from patient phone charges in the last financial year? This should include all income from phone calls made and received by patients using hospital phones, i.e. whether it is the patient paying, or an outside caller who is paying.

2. What was the total profit (i.e. surplus income) made from patient phone charges in the last financial year? As above, this should include all income from phone calls made and received by patients using hospital phones, i.e. whether it is the patient paying, or an outside caller who is paying

In response to questions 1 and 2 -Commercial in Confidence Section 43 FOI exemption -
All of the Trust's FM Services are provided by our PFI Partner, Summit healthcare. The Trust's contract with Summit Healthcare started on 17th May 2001 and expires after 17th May 2041. They have responded that their total profit made from patient phone charges is commercially sensitive information and as they are not a Public Body in the terms of the FOI Act, they are not willing to share this information in line with the FOI Act as they believe it will prejudice their commercial interests and provide information to other Private Companies who operate PFI's.

3. What was the total revenue incoming from patient TV charges in the last financial year (if any)?

4. What was the total profit (i.e. surplus income) made from patient TV charges in the last financial year (if any)?

In response to questions 3 and 4, The Trust does not operate any patient TV services

NB: In all questions, it would be preferable to have the figures for the most recent financial year, 2015/16. However, if this is not possible - for whatever reason - please provide the most recent financial or calendar year for which the data is available.

This FOI is intended to cover all hospitals that are part of the Trust.