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2 February 2018

### **Freedom of Information Request – Ref: FOI 276-1718**

Thank you for your recent Freedom of Information request about TV services. Please find the Trust's response below.

- I wondered which company provides the service? **Freeview**
- 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? **Channels provided are those publically available on Freeview. A list of those channels and costs is publically available on TV Licencing website. Duration – annual renewal of licence.**
- 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? **On a TV in their bedroom or lounge**
- 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? **The Trust pays the TV licencing Authority by BACS, no admin fees. Public Broadcasting licence is paid by the Trust by BACS, no admin fees.**
- I wondered if refunds are available for the service and if so in what circumstances? **The service is provided at no cost to the patient, the Trust is able to receive a refund if an inpatient unit is closed**
- Does the trust profit from this scheme and if so how many in the last financial year? **No. It is a cost to the Trust.**

Should you have any queries in relation to our response in this letter, please do not hesitate to contact me. If you are unhappy with the response you have received in relation to your request and wish to ask us to review our response, you should write to:-

Anna Hilditch  
Assistant Trust Secretary,  
2gether NHS Foundation Trust  
Rikenel  
Montpellier  
GLOUCESTER GL1 1LY  
Tel: 01452 894165  
E-mail: [anna.hilditch@nhs.net](mailto:anna.hilditch@nhs.net)

If you are not content with the outcome of any review, you may apply directly to the Information Commissioner's Office (ICO) for further advice/guidance. Generally, the ICO will not consider your case unless you have exhausted your enquiries with the Trust which should include considering the use of the Trust's formal complaints procedure. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely,

*Lisa Evans*

**LISA EVANS**  
**Information Governance Officer**  
**2gether NHS Foundation Trust**

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or write to: OPSI, 102 Petty France, London SW1H 9AJ.