

**Freedom of Information Act Disclosure log
- Reply Extract**

File reference	W20FOI373
Key words	Video Consultations, Language Translation Functionality and Translators
Date of release	18/12/2020
Attachments	No

You asked

- 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?**

7,000

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

Attend Anywhere

- 4. Does your video consultation platform enable multiple attendees?**

Yes

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

5

- 5. Does the patient need to download an app to attend the appointment?**

No

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

No

- 7. 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)**

£0.35 per minute

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

£33.30 per hour. However, the Trust does not use in-person interpreters for virtual appointments.

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

Yes

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

No

Attachments included: No