

Freedom of Information Request**Ref: UHB 18-082**

Date 16 February 2018

By Email

Dear Madam,

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

I would like to check about the TV services offered by the hospital please?**1. Which company provides the TV service?**

There is a 50:50 split between Premier and TV's provided by the Trust

2. I wanted a list of each TV package offered, including what is included, and the full costs, the duration, and the list of channels this provides access to?

The Trust utilises local Freeview channels.

3. Are there are any ways a patient can watch the TV for free and if so what are these periods and how are they accessed?

The Trust provides a free TV service at each patient bed

4. Which payment methods are available to pay for the TV service and if there are any additional costs such as admin fees etc.?

Not applicable – there are no charges as we provide a free TV service at each patient bed.

5. Are refunds available for the service and if so in what circumstances?

Not applicable

6. Does the trust profit from this scheme and if so how many in the last financial year?

Not applicable. The Trust does not profit from providing a TV service as there is no charge.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

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