

Ref no: 090180820  
From: Public  
Date: 18/08/20  
Subject: Telehealth Usage

## REQUEST & RESPONSE

1. Do you offer your patients video consultations?

**Yes**

2. What percent of your clinical services currently offer video consultations to its patients?

**62.96%**

3. What percent of your clinicians currently offer video consultations to their patients?

**38.00%**

4. What percent of your current 20/21 activity\* has been virtual (telephone or video appointments)?

**40.90%**

5. What percent of your 19/20 activity\* was virtual (telephone or video appointments)?

**4.30%**

6. What percent of your 20/21 activity\* is via video consultation?

**0.82%**

7. What percent of your 19/20 activity\* was via video consultation?

**0.02%**

8. What software do you use to provide video consultations?

## **Refero**

9. Who is your organisation lead for telehealth?

- **Christine Walters – Director of Informatics**

10. Does telehealth feature in any of your current strategies? If so which?

**Telehealth is in our current strategic Informatics Strategy.**

11. What is the biggest challenge to rolling out telehealth

**St Helens and Knowsley Teaching Hospitals NHS Trust does not hold the requested information.**

\* activity being either attended Outpatient Appointments and/or Community Contacts.