

Freedom of Information Request**Ref: UHB 17-216**

Date 27 April 2017

[REDACTED]
[REDACTED]

Dear [REDACTED]

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

Re: 'Virtual Ward' Scheme.

1. What are the eligibility criteria for the scheme?
2. What clinical measurement tools/outcome measures do you utilise to determine whether a patient is suitable for inclusion in the scheme?
3. What are the main medical conditions encountered in the patient population?
4. What is the average length of time the patient is involved in the scheme?
5. What is the average number of clinical interventions?
6. What are the discharge criteria?
7. Since its inception, how many patients have been included in the scheme?
8. How many admissions have been prevented or reduced since the inception of the scheme?
9. What is the average cost per patient?
10. What savings has the Trust realised since the scheme was implemented?
11. What has been the overall level of patient satisfaction with the scheme?

As this service is provided by a third party company, the requested information is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore; we are withholding this information at this time.

When assessing whether or not it was in the public interest to disclose the information to you, we took into account the following factors:

Public interest considerations favouring disclosure

There is a public interest in disclosing information to facilitate accountability and transparency in the spending of public money.

There is a public interest in ensuring that companies are able to compete fairly.

There is also a public interest in ensuring that this is competition for public sector contracts.

Public interest considerations favouring withholding the information

Against disclosure is that the release of the requested information is commercially sensitive in that disclosing this information would reduce the number of companies willing to do business with the public sector, leading to reduced competition and increased costs.

Against disclosure is the public interest is the potential that by releasing the requested information would or would prejudice someone's commercial interests i.e. damage a company's reputation or the confidence that customers, suppliers or investors may have in a company.

We have considered whether it would be in the public interest for us to provide you with the requested information, despite the exemption being applicable. In this case, I have concluded that the public interest favours withholding the information. We reached the view that, on balance, the public interest is better served by withholding this information under Sections 43 of the Freedom of Information Act at this time.

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,

[Redacted signature]