

<p>If raising issue on behalf of an organisation, state name and brief details of what they do</p>	
<p>Summarise issue (no more than 100 words). If necessary, a more detailed account may be submitted on page three with additional pages attached if necessary</p>	<p>Concern has been raised that in order to watch TV, in-patients at Darent Valley Hospital have to buy a £5 “credit card” which lasts for 24 hours whether the TV is being used or not. The hospital has entered a 15 year contract with the provider under an initiative to provide bedside entertainment units for all in-patients.</p>
<p>Please use this space to give a detailed account of the issue to be raised with the Priorities Panel. (N.B: Form will expand to accommodate additional text – other documentation can be appended, as necessary)</p> <p>The following concern was received from a LINK participant:</p> <p><i>“Should patients wish to watch just one programme then it costs £5. At night, when patients presumably do not watch TV, they are still being charged (until the end of the 24 hour period ie £5).</i></p> <p><i>The system should, in my opinion, only charge when the TV is in use - pay as you go. This is how I pay for my mobile telephone calls.</i></p> <p><i>I feel that this arrangement is unfair to patients as to a certain extent they are captive customers.”</i></p> <p>The referrer does point out that with this £5 credit they can make free land line telephone calls.</p> <p>The concern was logged with Lesley Goldsmith, Patient and Public Involvement Team Leader at Darent Valley Hospital who gave the following response:</p> <p><i>“With regards to the bedside entertainment, this was introduced due to a 'patient power' government initiative target set for every acute hospital to provide bedside entertainment units for in-patients. Darent Valley met this target in 2003 by entering into a 15 year contract with Hospedia (previously Patientline) to provide the units free of charge on the basis that the hospital does not derive any income from them. Obviously though, as a private company Hospedia does charge for the use of the units but there is no obligation for patients to use the service. I hope this answers your question”</i></p>	
<p>Is the issue currently under investigation, via a complaint or inquiry or being dealt with by somebody else (this includes being part of a wider campaign on the issue)?</p> <p>Yes No <input checked="" type="checkbox"/></p>	

If yes, give details of actions already taken including contact details of others dealing with the issue:	
Is there a timescale/deadline/circumstance affecting this issue which may mean the LINK will have to act quickly, e.g. closure of a unit, change of service, a particular urgency?	
Yes	No <input checked="" type="checkbox"/>
If yes, what is that circumstance and what is the timescale by which action has to be taken?	
What expectation does the person raising the issue have of the LINK, i.e. what does that person want the LINK to do/what action does it want it to take?	
That the issue be raised with local MPs.	
What would be a good outcome from the perspective of the person raising the issue?	
That patients who are on benefits could have a reduction in the charge with the government making up the balance as it was their initiative	
What evidence does the person raising the issue have to support the case they are putting for the LINK to take action? List or attach evidence and sources, if available.	
The referrer observed this recently whilst visiting Darent Valley Hospital and the contract was confirmed in an email from	
How widely does this issue affect other people?	
It has the potential to impact on all in-patients at Darent Valley Hospital who may wish to watch television during their stay	
In what ways are other people affected by this issue.	
Patients with a lengthy stay who may wish to watch just one or two television programmes during their time in hospital are still forced to pay daily for this service for the entire duration of their stay.	
Signed: Sophie Swain	
Date: 26 January 2010	

**Recommendation proforma
ID 033**

No	Recommended action	Please tick	If additional information required, please specify	Additional comments, if any
1.	No further action			
2.	Watching brief			
3.	Letter to Trust/Social Care calling for comment before taking any further			
4.	Urgent action as issue concerns patient/client safety			
5.	Further information required, please specify			
6.	Consult/ survey participants to check level of interest/concern before proceeding to any other action			
7.	Start discussion on LINK web site/through LINK Bulletin			
8.	Question to Citizen Jury			
9.	Topic for local meeting			
10.	Urgent unscheduled visit –specify purpose of visit in comments column			
11	Refer to regulator, e.g. Care Quality Commission, Ofsted, Health and Safety Executive, Royal Colleges, etc –please specify			
12	Potential to develop as possible LINK project			
13	Any other recommended actions			