

**Information Governance**

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**Our reference: FOI DA3831**

I am responding to your request for information received 3 June 2021. I am sincerely sorry for the delay in responding to your request This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey  
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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Chair: Mark Lam

Chief Executive: Paul Calaminus

*We care*

*We respect*

*We are inclusive*

**Request:**

On 23 February 2019, the Secretary of State for Health and Social Care announced that NHS trusts should have infrastructure in place to replace pagers (bleeps) by 30 September 2021, with complete phase out of pagers (bleeps) by 31 December 2021.

<https://www.gov.uk/government/news/health-and-social-care-secretary-bans-pagers-from-the-nhs>

Under the FOI Act, please provide the following information, with "pagers" used as a synonym for "bleeps":

**Question 1. As at 31 May 2021, how many pagers were in use in your Trust?**

Answer: As at 31st May 2021 there were less than five pagers in use in the Trust.

**Question 2. For the financial year ending 31 March 2021, what is the total annualised cost of pagers (broken down by equipment rental, licences, low value equipment replacement, maintenance of infrastructure, depreciation on capital assets and any other costs)?**

Answer: £6,072.50.

**Question 3. What stage of procurement and implementation is your Trust currently at and what are the achieved and proposed times for the various steps (e.g. business case approved, tender issued, contract awarded, implementation started, test system is live/user acceptance testing, deployed system is live)?**

Answer: The Trust has no plans to procure a replacement pager system given the small number of pagers currently in use.

**Question 4. If a contract has been awarded, which pager replacement system has your Trust selected?**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

- (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
- (b) if that is the case, to have that information communicated to him.

The Trust does not intend to select a pager replacement system given the low numbers of pagers currently in use and therefore cannot provide that information.

**Question 5. What additional features does your proposed (or implemented) pager replacement system have, compared with previous capability? (e.g. integration with electronic patient record)**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to him.

The Trust does not intend to select a pager replacement system given the low numbers of pagers currently in use and therefore cannot provide that information.

**Question 6. How many \*users\* and how many \*devices\* will the pager replacement system have?**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to him.

The Trust does not intend to select a pager replacement system given the low numbers of pagers currently in use and therefore cannot provide that information.

**Question 7. What is the estimated total annualised cost of the replacement system (broken down by equipment rental, licences, low value equipment replacement, maintenance of infrastructure, depreciation on capital assets and any other costs)?**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to him.

The Trust does not intend to select a pager replacement system given the low numbers of pagers currently in use and therefore cannot provide that information.

**Question 8. Will the trust retain some pagers for \*emergency\* communications or will emergency communications be handled by the pager replacement system? If some pagers are being retained, how many?**

Answer: The Trust has retained less than five pagers for emergency use.

**Question 9. If the pager replacement system fails, what will be used as a backup system? (e.g. do you have plans to use staff personal devices?)**

Answer: If the pager system fails staff are able to use clinical messaging apps, work provided phone and WhatsApp groups.

**Question 10. Is the Trust on course to phase out pagers for \*non-emergency\* communications by 31 December 2021? If not, by when?**

Answer: The Trust does not currently rely on pagers for non-emergency communications.

**Question 11. Is there a benefits realisation plan or post-implementation monitoring plan in place?**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—

- (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
- (b) if that is the case, to have that information communicated to him.

A benefits realisation plan or post implementation monitoring plan is not in place given that the Trust does not intend to replace the small number of pagers currently in use.