

Information Governance

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14 June 2023

Our reference: FOI DA4710

I am responding to your request for information received 26 April 2023. I am 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

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Chief Executive: Paul Calaminus
Chair: Eileen Taylor

Request: I am writing to request information under the Freedom of Information Act 2000. We are an acute hospital trust looking at patient entertainment offerings across the NHS to help shape the future of ours and would appreciate if you could help with the below questions.

Question 1: Does the Trust have a patient entertainment offering?
Yes, in all applicable wards
Yes, in some wards
No

Answer: No we do not have a patient entertainment offering other than TVs in communal areas on wards.

If yes in all or some wards:

Question 2: Is the system free or is there a charge for patients, or is the service chargeable for either all or some content?

Answer: Not applicable.

Question 3: Does the system offer information services in addition to entertainment, for example nurse call or meal ordering?

Answer: Not applicable.

Question 4: Does your solution use your own Wi-fi infrastructure?

Answer: Not applicable.

Question 5: Does your solution use your own internet circuit, and if so;
a) is this dedicated for the service?

b) If so, what is the bandwidth size and utilization?

Answer: Not applicable.

Question 6: Please advise if patients can bring their own devices?

a) If so, are they able to gain access to your Wi-Fi?

Answer: The Trust has reviewed question 6a of your request for information under the Freedom of Information Act (FOI) 2000.

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 them.*

Each ward has a different policy dependent on the acuity and setting of the ward. The Trust does not record the information requested centrally and is therefore unable to provide a response.

b) If so, what services can they access on your Wi-Fi?

Answer: The Trust has reviewed question 6b of your request for information under the Freedom of Information Act (FOI) 2000.



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c) If so, are there any restrictions?

Answer: The Trust has reviewed question 6c of your request for information under the Freedom of Information Act (FOI) 2000.

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

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Each ward has a different policy dependent on the acuity and setting of the ward. The Trust does not record the information requested centrally and is therefore unable to provide a response.

d) If so, how do you provide a charging facility whilst meeting your local Electrical Safety Policy?

Answer: The Trust has reviewed question 6d of your request for information under the Freedom of Information Act (FOI) 2000.

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

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(b) if that is the case, to have that information communicated to them.*

Each ward has a different policy dependent on the acuity and setting of the ward. The Trust does not record the information requested centrally and is therefore unable to provide a response.

Question 7: Do you provide devices for patient use?

a) If yes, what type?

Answer: iPads are used on some wards.

b) If yes, what percentage of beds do these cover?

Answer: The Trust has reviewed question 7b of your request for information under the Freedom of Information Act (FOI) 2000.

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*(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 them.*

Each ward manages its own provision which may vary according to numerous factors including the ward setting. The Trust does not record the information requested centrally and is therefore unable to provide a response.

c) If yes, does your own IT team support the patient facing devices?

Answer: The IT team supports **iPAD maintenance. Ward staff are responsible for supporting patients to use the devices.**

d) If no, do you have a managed service support partner?

Answer: Not applicable.

Question 8: What streaming services do you offer?

a) Do you have licences for these either as individual licence per device or Trust-wide?

Answer: None.

b) Are streaming services only available to those who have personal accounts setup already?

Answer: Not applicable.

c) Do you help patients setup their own streaming accounts?

Answer: No.

Question 9: How many beds/wards do you have at your hospital/s?

Answer: The Trust has a total of 863 beds.

Question 10: Are you able to provide a contact for Patient Entertainment, so that we can discuss further as we progress our project?

Answer: Dr Mohit Venkataram, Executive Director of Commercial Development:
mohit.venkataram@nhs.net



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