



**University Hospitals  
of North Midlands**  
NHS Trust

**Royal Stoke University Hospital**  
**Data, Security and Protection**  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Ref: FOIA Reference 2021/22-530

Date: 8<sup>th</sup> March 2022

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 21/1/ 2022 requesting information under the Freedom of Information Act (2000) regarding IT Devices & Systems

On 24<sup>th</sup> January 2022 we contacted you via email as we required the following clarification  
Do you rely on commercial apps such as whatsapp to communicate internally? = What do you mean by rely?  
Do you have APIs to integrate with the PAS/EPR? = Integrate with what?  
Do you have other mechanisms to raise an alert/alarm other than a bleep? If yes, please specify examples what type of alert? =What do you mean, Clinical, security, technical, breach etc?

On 25<sup>th</sup> January 2022 you replied via email with:

*'What do you mean by rely? = Do staff regularly use commercial app such as whatsapp to communicate internally?*

*Integrate with what? = Integrate with patient record systems*

*What do you mean - Clinical, security, technical, breach etc? = Predominantly clinical but ultimately anything relating to team communication and patient care, so a physical speaker that emits sounds, a system that raises automatic email notifications, any existing technology that raises alerts about test results, positive covid tests and so on.'*

**The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.**

**However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.**

**We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.**

**The Information Commissioners Office has recognised the current situation in the NHS.**



As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UJNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 How many staff do you employ?**

**Do you have a critical care function?**

**Are you actively involved in/contributing to ICS level initiatives?**

**How many desktop devices do you have in the Trust?**

**What makes & models are most used?**

**What is your main web browser?**

**How many trust mobile devices do you have? (phones/tablets)**

**What are the main makes and models?**

**As a whole, does the Trust favour Apple or Android devices?**

**Are employees encouraged to use their personal devices for work?**

**Do you use an MDM solution to manage devices?**

**Who is your Internet provider?**

**Do you have any known Wifi dead zones?**

**Who is your cellular provider?**

**Do you have known cellular coverage dead zones?**

**Do you use pagers/bleeps?**

**Who is your current pager/bleep service provider?**

**Do you rely on commercial apps such as whatsapp to communicate internally?**

**Which commercial/external apps do you use?**

**Do you use any of the following supplier's services: Careflow Connect, Hospify, Vocera, Ascom, Multitone, Netcall?**

**Do you use any software to manage tasks at night? If yes, what software do you use?**

**If not, how do you manage your tasks at night (word of mouth, whiteboard etc)?**

**Which roles are responsible for managing the workload at night?**

**Which authentication protocol(s) do you use (ie. SAML, O Auth 2, OIDC)?**

**What PAS/EPR system do you use?**

**Do you have APIs to integrate with the PAS/EPR?**

**Do you use Business Intelligence software? If so, what?**

**Do you raise alerts/send emails triggered by data? If yes, please provide any examples you can.**

**Do you have other mechanisms to raise an alert/alarm other than a bleep? If yes, please specify examples**

A1 See attached Spread sheet: note,

I can confirm that the Trust holds information regarding questions 26 and 28 but feel this information is exempt under section 21: *information reasonably accessible by other means*. This is because the information is available via the Trust's public website at the following link:

<http://www.uhnm.nhs.uk/about-us/regulatory-information/freedom-of-information-publication-scheme/freedom-of-information-disclosure-log/>

Refer to the spread sheet for reference numbers

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

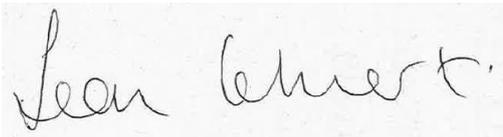
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Jean Lehnert  
**Data, Security & Protection Manager**