



Ref: FOIA Reference 2023/24-058

Date: 26th June 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 26th April 2023 requesting information under the Freedom of Information Act (2000) regarding patient entertainment

On 28th April 2023 we contacted you via email as we require clarification on if you are asking about “all beds and wards” or just certain ones with the FOI been related to “Patients Entertainment”.

You replied via email with:

‘Could you provide how many beds/wards you have overall within your hospitals and how many of them have the patient entertainment option’.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) 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 Does the Trust have a patient entertainment offering?

Yes, in all applicable wards

Yes, in some wards

No

If yes in all or some wards:

A1 Yes, in some wards

Q2 Is the system free or is there a charge for patients, or is the service chargeable for either all or some content?

A2 The system is free, and has been funded by UHNM Charity

Q3 Does the system offer information services in addition to entertainment, for example nurse call or meal ordering?

A3 No

Q4 Does your solution use your own Wi-fi infrastructure?

A4 Yes

Q5 Does your solution use your own internet circuit, and if so, is this dedicated for the service?

If so, what is the bandwidth size and utilization?

A5 NHS free wifi provided by WiFi SPARK and funded by UHNM Charity. It is a 1Gb internet circuit

Q6 Please advise if patients can bring their own devices?

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

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

If so, are there any restrictions?

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

A6 Yes.

- There is an NHS free wifi provided by WiFi SPARK and funded by UHNM Charity.
- Patients can access entertainment package including TV, radio, online magazines/newspapers and games.
- There are no restrictions.
- There are no charging facilities.

Q7 Do you provide devices for patient use?

If yes, what type?

If yes, what percentage of beds do these cover?

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

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

A7 No, users are required to use their own devices

Q8 What streaming services do you offer?

A8 Free-to-air television, national and local radio, links to online catch-up-tv, BBC archive, hospital radio

Q9 Do you have licences for these either as individual licence per device or Trust-wide?

A9 Trust-wide

Q10 Are streaming services only available to those who have personal accounts setup already?

A10 Yes

Q11 Do you help patients setup their own streaming accounts?

A11 We encourage our staff to do so on all wards.

Q12 How many beds/wards do you have at your hospital/s?

A12 Across both sites including G&A beds, critical care, children's maternity and neonates we have

- 1,779 beds
- 73 wards

Q13 Are you able to provide a contact for Patient Entertainment, so that we can discuss further as we progress our project?

A13 James Wood, UHNM Charity Communications Officer.
James.wood@uhnm.nhs.uk

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

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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.

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

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records