



Ref: FOIA Reference 2021/22-136

Date: 9th June 2021

Email foi@uhn.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 3rd June 2021 requesting information under the Freedom of Information Act (2000) regarding Pagers.

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 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 I am undertaking a study on technology adoption within the NHS.

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":

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

A1 See below:

- Approximately 1,170 Page One Pagers

- Approximately 580 Bleeps Royal Stoke
- Approximately 200 Bleeps County

Q2 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)?

A2 See below:
Royal Stoke

- Page One – Rental £44,956.80 – Charges £1,302.80
- Stanley Blick – Information held by CPM as managed by third party provider KCOM

County Site

- Stanley Blick – Radio License £289.92, Repairs £612.00, Maintenance £5,489.00

Q3 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)?

A3 The Trust has not made any firm decision yet as regarding pager replacement

Q4 If a contract has been awarded, which pager replacement system has your Trust selected?

A4 Not applicable

Q5 What additional features does your proposed (or implemented) pager replacement system have, compared with previous capability? (e.g. integration with electronic patient record)

A5 Not applicable

Q6 How many *users* and how many *devices* will the pager replacement system have?

A6 Not applicable

Q7 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)?

A7 Not applicable

Q8 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?

A8 Not applicable

- Q9** 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?)
- A9 Not applicable
- Q10** Is the Trust on course to phase out pagers for *non-emergency* communications by 31 December 2021? If not, by when?
- A10 Not applicable
- Q11** Is there a benefits realisation plan or post-implementation monitoring plan in place?
- A11 Not applicable

*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.

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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.

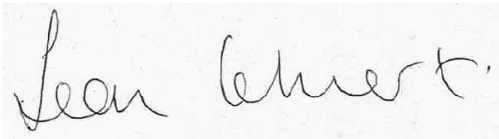
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive, slightly slanted script.

Jean Lehnert
Data, Security & Protection Manager