

**Request for information under the Freedom of Information Act – 2021.850
Released – 28 June 2021**

Thank you for your email dated 3 June 2021 requesting information regarding pagers.

Please find detailed below a summary of your original request together with our response.

Original request:

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

131

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)?

Total annual costs below excluding VAT

Pager Rentals	Group Call Numbers	Usage Charges	Desktop Licenses
£7,904.46	£379.35	£935.77	£3,780.00

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)?

We are currently exploring replacement pager systems and are having demos from suppliers. No formal tender process has started yet.

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

A new contract has not been awarded yet.

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

We are still exploring pager replacement options.

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

We are anticipating around 100 users on the replacement system.

Chairman John Goulston Chief Executive Paul Bentley

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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)?

We are still exploring pager replacement options.

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?

We are unable to confirm if we will retain emergency pagers at this stage as the new product has not been decided.

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?)

All on call staff have mobile phones and these are currently used as back up if the pagers experience issues/faults.

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

The trust does not have any non-emergency pagers.

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

There is no benefits realisation plan in place at the moment as a new system has not been decided.