

Request for information under the Freedom of Information Act – 2023.126
Released – 31 July 2023

Thank you for your email received 6 July 2023 requesting information regarding IT infrastructure.

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

Summary of your original request:

Can you please provide an update regarding details of your Trust's IT Infrastructure, including aspects of messaging, remote monitoring, etc? The eight questions are in the attached spreadsheet, which I would be grateful if you could fill in.

Please see information detailed below.

Chair John Goulston Chief Executive Mairead McCormick
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Question 1a: Which internal (staff) messaging system does your organisation use?	Main provider	Product version	% Accounted for overall by this method	Contract end date	Additional notes
WhatsApp	Google	Vaired	3%	N/A	Product version may vary as devices are set to auto update, also percentage is for all installations on our smartphones
Signal					
SMS					
Teams	Microsoft	1.6.00.xxx	80%	Under NHS England agreement	
Other (e.g. pagers; please specify)	PageOne	3.110.2	2%	Jan-28	

Question 1b: Which external (for Patients/Outpatients) messaging system does your organisation use?	Main provider	Product version	% Accounted for overall by this method	Contract end date	Additional notes
WhatsApp	As above	As above	As above	As above	As Above
Signal					
SMS					
Teams	As above	As above	As above	As above	
Other (please specify)					

Question 2a: Do you currently have a remote monitoring solution?	Yes/No	Device Types (Please List)	Number of devices	Main suppliers (please list)	Total annual spend 2022/23 (£)	Contract end date	Additional notes
DEFINITION: Technology to monitor certain aspects of a patient's health outside of a traditional care setting. E.g. Monitors for blood levels, cardiology, insulin, blood pressure, heart rate etc	No						

Question 2b: If your organisation does not currently have remote monitoring solutions, are you planning to implement any within the next two years?	Yes/No	Preferred Supplier	Expected types	Additional notes
Where you plan to implement new remote monitoring solutions, please provide details as requested	No			

Question 3: For each of the network supply systems listed below, please provide the requested details	Main supplier	Total annual spend 2022/23 (£)	Contract renewal date	Additional notes
Mobile telecoms	Vodafone	864,564	Jul-24	
Data network (broadband)	BT	111,411	Rolling	
DEFINITION: Broadband is the actual internet connection afforded by your internet service provider (ISP), which you can access directly via a LAN or ethernet connection between your modem and device				
WiFi (hardware)	Adept/Convergence Group	£369,754.15	Oct 2028	
DEFINITION: Wifi is a wireless connection between multiple devices and your router, and just one of the ways you can access the internet				
CoIN (if applicable) - Community of Interest Network	N/A			
WAN (Wide Area Network)	Adept/Convergence Group	£339,292.80	Sept 2023	
DEFINITION: WANs connect users and applications in geographically dispersed locations				
LAN (Local Area Network)	Cisco	N/A	N/A	
DEFINITION: LANs connect users and applications in close geographical proximity (same building)				
Other (please specify)				

Question 4: Regarding your trust's mobile device management (MDM) policy, please provide details for each element below	Main Product	Main Supplier	Total annual spend 2022/23 (£)	Contract end date	Additional notes
Smartphones	Samsung	O2	£7,426 From Techfund (Vodafone)	No contractual obligation	
Laptops	5400	Dell	£511,000	31/10/2024	Mixed models, some newer
PCs	3070	Dell	£5,000	31/10/2024	
Tablets	Apple	Acaademia	£400,000 (capital) £12,349 (Revenue)	03/11/24 but further extension available	
Other (please specify):					

Question 5a: Does your trust have any virtualised desktops?	Main product	Main Supplier	Total annual spend 2022/23 (£)	Number of virtual desktops	Contract end date	Additional notes
DEFINITION: A virtual desktop is a preconfigured image of operating systems and applications in which the desktop environment is separated from the physical device used to access it. Users can access their virtual desktops remotely over a network.	N/A					

Question 5b: If your organisation does not have virtualised desktops, are you planning to implement any within the next two years?	Yes/No	Preferred supplier	Expected number	Additional notes
Where you plan to implement new virtualised desktops, please provide details as requested	No			