Our Ref: LW/lmw/FOI.209.23
Date: 12th July 2023

Laurie Wrench
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
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Tel 01782 275030

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 6th July 2023**.** Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:
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 Appendix 1 attached

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

L. Wrench.

Laurie Wrench
Deputy Director of Governance

Chairman: David Rogers
Chief Executive: Dr Buki Adeyemo
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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					
Signal					
SMS					
Teams	X	Current	100	N/A	
Other (e.g. pagers; please specify)					

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					
Signal					
SMS	X	?	100	N/A	Only available in limited servives currently
Teams					
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	EE	£169k	6 Feb 23	
Data network (broadband)	N/A			
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)	Cisco	N/A	N/A	Outsourced contract
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	Nasstar	N/A	N/A	Outsourced contract
WAN (Wide Area Network)	HSCN	N/A	N/A	Outsourced contract
DEFINITION: WANs connect users and applications in geographically dispersed locations		N/A		
LAN (Local Area Network)	Cisco	N/A	N/A	Outsourced contract
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	EE	£65k	6th Feb	
Laptops	Dell	Dell	£466k	N/A	
PCs	Dell	Dell	Inc Above	N/A	
Tablets	Apple	CCS	N/A	N/A	
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.	WVD	Microsoft	£3.5k	1	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			