

Date: Wednesday, 03rd May 2023
Our Ref: MB/CM FOI 5709

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Re: Freedom of Information Request FOI 5709

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 26th April 2023.

Your request was as follows:

Does the Trust have a patient entertainment offering?

Yes, in all applicable wards

Yes, in some wards

No

[Yes, in all applicable wards](#)

If yes in all or some wards:

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

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

Does your solution use your own Wi-fi infrastructure?

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?

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?

Is the system free or is there a charge for patients, or is the service chargeable for either all or some content? - The Walton Centre NHS Foundation Trust (WCFT) can confirm the system is free.

Does the system offer information services in addition to entertainment, for example nurse call or meal ordering? - No

Does your solution use your own Wi-fi infrastructure? - No

Does your solution use your own internet circuit, and if so, is this dedicated for the service? - No

If so, what is the bandwidth size and utilization? - N/A

Please advise if patients can bring their own devices? - Patients can bring in their own devices

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

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

If so, are there any restrictions? - Yes

If so, how do you provide a charging facility whilst meeting your local Electrical Safety Policy? - Patients use power supplies with their ward and are requested to only use chargers that come with the device(s)

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?

Do you provide devices for patient use? - The WCFT do not provide devices for patient use.

If yes, what type? - N/A

If yes, what percentage of beds do these cover? - N/A

If yes, does your own IT team support the patient facing devices? - N/A

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

What streaming services do you offer?

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

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

Do you help patients setup their own streaming accounts?

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

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

What streaming services do you offer? - The WCFT do not offer streaming services.

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

Are streaming services only available to those who have personal accounts setup already? - N/A

Do you help patients setup their own streaming accounts? - N/A

How many beds/wards do you have at your hospital/s? 159 beds and 7 wards.

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

Estates Manager, the WCFT does not disclose individual staff members contact details. You can write to staff using the address above or alternatively email wcft.enquiries@nhs.net asking for your correspondence to be forwarded on.

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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 the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 5709 in any future communications.

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 by:

Post: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Online: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/>

Telephone: 0303 123 1113

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information