

**Freedom of Information Request**

**Ref: 23-306**

24 May 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**Does the Trust have a patient entertainment offering?**

**Yes, in all applicable wards**

**Yes, in some wards**

**No**

Yes, we provide a Trustwide managed service.

**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?**

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?**

Yes.

**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?**

Not applicable

**Please advise if patients can bring their own devices?**

Yes

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

They can access patient Wifi SSID (Service Set Identifier).

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

TV, newspapers, games, catch-up tv, subscription tv.

**If so, are there any restrictions?**

Internet content managed by Wifi Spark in line with their policies.

**If so, how do you provide a charging facility whilst meeting your local Electrical Safety Policy?**

The Electrical Safety Policy at section 3.2.3 states: 'Electrical equipment not owned by the Trust may only be connected to the mains supply within the Trust's premises with the permission of the local manager and following a formal visual inspection of the equipment by a suitably trained person'. as long as this is adhered to the Chargers can be plugged into a general socket.

**Do you provide devices for patient use?**

Yes.

**If yes, what type?**

Samsung Galaxy Tab A8

**If yes, what percentage of beds do these cover?**

This is available throughout the Trust.

**If yes, does your own IT team support the patient facing devices?**

Yes - Hardware, No - Software, this is supported by Wifi Spark.

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

No.

**What streaming services do you offer?**

As per Wifi Spark policy.

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

Wifi Spark would hold all required licences.

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

Yes.

**Do you help patients setup their own streaming accounts?**

No.

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

1132 beds.

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

No.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, 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:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above 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 at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team  
University Hospitals Bristol and Weston NHS Foundation Trust**