

**Freedom of Information Request**

**Ref: 21-307**

28 June 2021

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

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

120 radiopagers

1500 beeps

**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)?**

£90,000 (Bleep rental £80,000 radio pager lease £10,000)

**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)?**

Deployed

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

Careflow is expected to reduce the need for beeps/pagers but not eliminate it entirely.

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

Careflow has integration with the EPR, secure patient based messaging and alerts, person to person messaging, MDT handover, team to team referrals, tasks, access to patient diagnostic results, access to observations data.

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

Careflow currently has 4673 users. As it is not intended to fully replace bleeps/pagers, I cannot give an answer to how many devices will remain in service.

**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)?**

This is commercially sensitive information and will not be shared. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore we are withholding this information at this time.

University Hospitals Bristol and Weston NHS Foundation Trust has a procurement and tendering process in place which governs the procurement of services and is managed via the Bristol and Weston Purchasing Consortium. For further information on the services they provide, please visit the BWPC website <https://www.nbt.nhs.uk/bristol-weston-nhs-purchasing-consortium/contact-bwpc>

University Hospitals Bristol and Weston NHS Foundation Trust ensure that competitive tenders are invited for the supply of goods, materials and manufactured articles and for the rendering of services including all forms of management consultancy services and for the design, construction and maintenance of building and engineering works.

For information on contracts that have or are currently being tendered, and for all current opportunities, please visit our e-tendering portal CTM <https://uk.eu-supply.com/login.asp?B=UK> it is free to suppliers and once registered you will be able to respond for requests for quotations and tenders.

For further information or for details of our spend over £25,000, please visit our 'about us' pages of our Trust website <https://www.uhbw.nhs.uk/p/about-us/what-we-spend-and-how-we-spend-it>

If, after this you have further questions please resubmit a detailed Freedom of Information request and we will where allowable, obtain the information for you.

**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?**

400

**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?)**

In the event of a failure of Careflow the official position would be to go back to paper/phones/bleeps.

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

Yes

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

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:

Director of Corporate Governance  
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**