

Freedom of Information Act Disclosure log - Reply Extract

File reference	W21FOI232
Key words	Applications and Hardware used to Communicate Around Patient Care
Date of release	05/08/2021
Attachments	No

You asked

- 1. What is the hospital currently using to communicate around patient care (e.g. desk phones, emails, text messaging, communications applications, hand held devices, pagers)?**

Deskphones, Softphones, Wifi Phones, Mobiles, MS Teams, Bleeps, Pagers, emails, hand helds and emergency radios and some comms apps such as Pando, WhatsApp.

- 2. How long has the hospital been using this solution?**

Teams and softphones for 12 months, the rest for more than 10 years.

- 3. Are there any known plans to change this solution in the near future?**

The Trust plans to stop using Pagers.

- 4. How satisfied are you with the current solution?**

We are satisfied with our current communications solution and are exploring alternatives to bleeps and pagers to further improve communication facilities within the hospital.

- 5. Who would typically decide what patient communication system would be used in the hospital**

The Digital Strategy Board.

Attachments included: No