

Telecommunications Policy

Issue Date	Review Date	Version
June 2019	April 2024	Version 14.7

Purpose

This policy covers and regulates computer network and telephone equipment and services purchased from revenue or capital sources as used by Trust staff on Trust premises. The approval of the Trust's IM&T Networks Team must be obtained before privately owned computer network and telephone equipment may be used by Trust staff on Trust premises.

Who should read this document?

All Staff

Key Messages

This policy covers and regulates computer network and telephone equipment and services purchased from revenue or capital sources as used by Trust staff on Trust premises.

Core accountabilities

Owner	Technical Services Manager
Review	IM&T Senior Management Team/Caldicott and Information Governance Group
Ratification	Director of IM&T/Chief Information Officer
Dissemination (Raising Awareness)	Technical Services Manager
Compliance	Technical Services Manager

Links to other policies and procedures

Information Security Policy	IG Incident Handling SOP
Network Security Policy	Information Governance Policy
NHSmial Acceptable Use Policy	Internet Use Policy

Version History

14.7	June 2019	Appendix 1 section 3 new extension dial access updated.
14.6	April 2019	Review date amended and format updated. Wifi Spark replaced with NHS WiFi. Indigo replaced with Saba. Vodafone replaced with EE and PageOne.
14.5	March 2016	Review, Mobile phones, WiFi Spark and departmental changes (department name and job titles) Removal of Appendix 2 Approved Wireless Applications and update of section 8 accordingly
14.4	September 2014	Addition to personal data on voicemails/text messages
14.3	December 2012	Review date amended.
14.2	November 2011	Update Policy and Guidance
14.1	June 2011	Amended to reflect changes to Mobile Phone usage Amended to reflect changes to ICT Department Structure

13	August 2010	Corrected incorrect reference from 2.11 to 2.12 Corrected 2.12 to read suffix rather than prefix
12	October 2009	Amended to reflect Infrastructure team changes. Amended to fit new template
11		Added exceptions agreed by Director of Finance (1.3) Added computer network equipment references to telephone services Added provision of additional computer network points (2.2) Data networking included and WiFi advice added (1.5.1) Smart Phones advice added (1.6.3 & 2.12) Changed all references to Telecoms to IMT Helpdesk Removed reference to Loan Mobile phone facility Annexe A changed to reflect Mobile Wireless Applications Annexe B is now the mobile phone restricted areas

The Trust is committed to creating a fully inclusive and accessible service. Making equality and diversity an integral part of the business will enable us to enhance the services we deliver and better meet the needs of patients and staff. We will treat people with dignity and respect, promote equality and diversity and eliminate all forms of discrimination, regardless of (but not limited to) age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership and pregnancy/maternity.

**An electronic version of this document is available on Trust Documents.
Larger text, Braille and Audio versions can be made available upon
request.**

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1 Introduction

This policy covers and regulates computer network and telephone equipment and services purchased from revenue or capital sources as used by Trust staff on Trust premises. The approval of the Trust's IM&T Networks Team must be obtained before privately owned computer network and telephone equipment may be used by Trust staff on Trust premises. The only exceptions to this are that Trust staff, patients and visitors can connect wirelessly to either GovWiFi or NHSWiFi for internet access and clinical staff can connect to a service called BYOD for secure clinical information (Agile Desktop) access from their own personal devices.

Trust staff working on sites other than those listed in Appendix 1, Section 1, should be aware that local procedures may prevail, although the general principles of this policy will still apply.

2 Purpose

The Trust and its staff have a legal obligation to comply with OFCOM regulations, the Computer Misuse Act, The NHS Network Code of Connection and other relevant policies, including:

- Information Governance Policy
- Information Technology Security Policy
- NHSmail Acceptable Use Policy
- Internet Use Policy
- Network Security Policy

For more information or guidance please contact the Technical Services Manager.

3 Definitions

BYOD	Bring your own Device
DDI	Direct Dialling in
IM&T	Information Management and Technology
NHS	National Health Service
OFCOM	The Office of Communications

4 Duties

Telephone and computer network services and resources are corporate assets.

The use of equipment and services is limited to work related purposes, except when approved in writing by the head of department.

Trust equipment (apart from mobile equipment) should remain on Trust premises, except with the written approval of the head of department.

Any exceptions to this policy must be agreed by the Director of Finance.

5 Purchasing

The purchase of all telephones, telephone related and computer network equipment and services will require the prior approval of the Technical Services Manager and be actioned exclusively through the Procurement Department.

The Technical Services Manager must specifically approve the use of private or donated communication equipment within UHP.

The IM&T Networks Team will regularly review the standards defining the approved range of equipment and services. To assist in maintaining accurate information any additions and movement of equipment must be brought to the attention of the IM&T Servicedesk.

6 Directories

It is the responsibility of all departments to provide updated telephone directory information to Switchboard and to the IT Service Desk.

The Switchboard will update the internal telephone directory daily.

The paper internal telephone directory will no longer be issued and users will be encouraged to use the up-to-date electronic telephone directory on the Intranet.

BT Phonebook, Yellow Pages and all other external telephone directories will be updated via the Switchboard.

7 Security

Security of the infrastructure is the responsibility of the Technical Services Manager and will be reviewed and monitored periodically by the Trust's Information Governance Team.

The physical security of end user telecommunication equipment i.e. pagers, bleeps, telephone and computer devices remains the responsibility of the Service Line Managers / Heads of Departments.

No equipment is to be taken off Trust premises without documented managerial approval. Any equipment located in easily accessed areas should be physically secured and rooms should be locked when not in use.

The loss or theft of equipment must immediately be reported to the line manager as well as the Trust Security Officer and the IM&T Servicedesk.

Any suspected telecommunications security violations should be brought to the attention of the IM&T Servicedesk, Trust Security Officer, or Information Governance Team who will investigate and record the incident in accordance with the Incident Management Policy.

8 Central Services

The Director of IM&T has corporate responsibility for the management, maintenance and support of the telecommunications and computer network infrastructure (telephone exchanges, wiring, all telephone extensions and computer network equipment).

The central Switchboard at Derriford is the responsibility of Saba through a Contract managed by the Trusts Facilities Department and operates in accordance with a set of Local Working Procedures (LWPs), which are available from the Switchboard.

9 Infrastructure Management

All Trust computer network equipment will be connected to the Trust internal data network, except when technical reasons dictate otherwise. The IM&T Networks Team actively monitors the network for capacity management and abuse prevention.

The Trust is committed to deploying secure Wireless network (WiFi) access in order to provide specific Mobile Applications. Wireless networking has some technological restrictions that affect both performance and coverage, as a result, Wireless network access will only be provided based on clear business justification and technical assessment. The Wireless network is not a replacement for traditional wired connections for generic computer access. Specific Mobile access requirements are to be agreed by the IM&T Senior Management Team.

Users of computer network devices will only be granted access to the systems that are appropriate for their role. Appropriate usage guidelines are outlined in the Trust Information Governance and Computer Use policies.

Only Trust asseted computer and telephone devices can be used to access the Trusts computer and telephone networks. The only exceptions to this are as follows:

- Trust staff can connect wirelessly to a service called GovWiFi for guest Internet access from their own personal devices.
- patients and visitors can connect wirelessly to a service called NHS WiFi for guest Internet access from their own personal devices, and
- Trust staff can connect to a Bring Your Own Device (BYOD) service for secure access to clinical information on the Agile Desktop Framework system.

All Trust telephone lines will be connected to the internal exchanges, except when technical reasons dictate otherwise, in which case the lines will be subject to itemised billing and call barring to prevent abuse.

For financial control purposes, Trust telephone lines will only allow the minimum practical access level (i.e. internal/site wide, local, national, etc.) as defined by budget holders / business managers / heads of departments. There will be no international access unless specifically approved by the Director of IM&T.

This Trust is committed to exploiting the benefits of the Direct Dialling In (DDI) facility and will make every effort to ensure it is used effectively and appropriately.

Guidance on how to obtain Telecommunication Services and equipment can be found in Appendix 1 of this document.

9.1 Support

To ensure an optimum quality of service, all telephone and computer network device related issues, problems and faults must be reported through a single point of contact, i.e. the IT Service Desk, via extension 37000 or via Derriford Switchboard out of normal working hours in the event of business critical issues.

All telephone installation work carried out on UHP sites must be approved by the IM&T Network Team to ensure compliance with agreed standards.

9.2 Private Calls and Charging Policy

Private calls are those which are made for personal reasons, and not connected with Trust business.

All private calls must be identified as such and paid for by staff. In exceptional circumstances, having been asked to undertake a period of extended duty, staff may call home for notification purposes having first gained the approval of their line manager or line managers nominated deputy.

The Trust's payphone charging policy will follow as closely as is practically possible BT payphone charging arrangements and levels of service.

Trust staff are not permitted to make private calls, unless those calls are made via one of the following methods:

- From a payphone.
- Via a personal chargecard, not provided by the Trust. These calls are charged at a rate determined by the chargecard provider.

Reimbursement of any private telephone costs requires the Technical Services Managers' approval.

The computer and telephone systems are not private. Periodic and random monitoring of telephone calls will take place for audit, fraud monitoring and engineering purposes. Telephone call information, such as date, time, duration, dialled digits etc., is continually recorded. Internet and email services are also audited in order to monitor inappropriate use.

Any contravention of the policy for private calls will result in disciplinary action (in accordance with the Trusts Disciplinary Procedure).

9.3 Reverse Charge Calls

Trust staff must not accept reverse charge calls unless given prior authority to do so by the Technical Services Manager or his nominated representative.

9.4 Telephone Answering Policy

All Trust staff will answer the phone promptly and in a courteous manner, as defined by each Department's policy.

All managers will be responsible for discussing and agreeing departmental telephone standards with their staff.

All departments should have clear written telephone procedures, which are communicated and accessible to all staff.

All staff are to be given appropriate training in order to implement the procedures and maintain the agreed standards.

Managers should ensure that new staff are made aware of the procedures and standards.

Managers should ensure that standards and procedures are monitored periodically and appropriate action taken as necessary.

The Trust is equipped with a corporate voice mail service, which removes the need for individual answering machines. Guidance on how to obtain and use the voice mail service can be found in Appendix 1, Section 7 of this document.

9.5 Homeworking

Trust staff can access their email and calendar from any Internet enabled device via NHS Mail at the following link <https://www.nhs.net>. Trust staff requiring access to other Trust computer systems from their home must first gain the approval of the relevant Budget Holder before emailing their request to IT Service Desk. Staff must then read and complete the Trusts Remote Access Code of Connection and all other computer user registration documents in accordance with the Trust's Information Security Policy.

Connectivity to Trust business systems other than email will use the Trusts remote access virtual private network (VPN) solution, currently Aruba Via, through the Internet, using staff's personal Internet Service Provider/Broadband connection/supplier. There will be no reimbursement of home telephone or Internet access costs.

9.6 Home Telephone Line Rental Reimbursement for On Call Staff

On call staff cannot claim for reimbursement of their home telephone line rental costs, but may, in accordance with section 10.3 of this policy, have use of a mobile phone whilst on call.

10 Devolved Management Responsibilities

Technical Services Manager

The Technical Services Manager will provide support and advice to managers and heads of departments in identifying, monitoring and reducing telephone costs.

Individual Departments

The responsibility for the day-to-day management of pagers, bleeps, telephone and computer network equipment, as well as their physical security, will continue to lie with individual departments.

10.1 Wide Area Pagers

Trust staff requiring the allocation of a wide area radio pager must first gain the approval of the relevant Budget Holder and meet the justification criteria below before arranging for their Budget Holder to log the request with the IT Servicedesk

Justification for allocation of a wide area pager:

1. Pager is to be used for on-call/take duties and shared between staff covering the on-call duty.
2. Pager is to be used by community based staff with no fixed office base/homeworker with a need to maintain operational communication.
3. Pager is to be used for out of office operational communication where at least 75% of the users working hours are out of office and where no loan pager is available.
4. Pager is to be used as a shared resource within a Department as and when required.
5. Pager is to be used for technical purposes to be agreed with the Telecoms Team.
6. Message pagers must be justified separately, please specify reasons for requiring message paging.
7. Other, please specify.

Any exceptional requirements will have to be agreed with the IM&T Technical Services Manager.

The Trust's wide-area pager standard is currently met through the rental of numeric display pagers from PageOne, which display the caller's number thereby reducing switchboard involvement. Fault repair/replacement is arranged by the Switchboard.

All equipment costs will be recharged to the departments ordering the equipment.

Usually, pagers can be provided within 5 working days from receipt of requisition.

Pager coverage is National. Pagers are available for a minimum contracted period of 3 years. The cost of pager calls are charged at local rates from external telephones and internal extensions. Rental costs are recharged quarterly to Departments

Battery replacement is the responsibility of the sponsoring Department.

Pagers remain the property of the Trust and as such must be disposed of via Switchboard. Leavers must return their pager to their Line Manager or to Switchboard for re-allocation. Failure to comply with this policy will result in the user being invoiced for the full cost of a replacement and any other associated costs.

Information on how to obtain a Wide Area Pager is provided in Appendix 1, Section 6.

10.2 Internal Bleeps

In most circumstances Trust staff should now use a Trust wide area pager for their one-way communication needs. See Section 10.1 for further information.

Trust staff requiring the allocation of an internal Multitone bleep must first gain the approval of the relevant Budget Holder and meet the justification criteria below before logging a request with the IT Servicedesk.

Justification for allocation of a bleep:

1. Bleep is to be used for on site only on-call/take duties where a one-way speech or fast bleep facility via Switchboard is required and shared between staff covering the on-call duty.

Any exceptional requirements will have to be agreed with the Technical Services Manager.

Usually, bleeps can be provided within 2 weeks from receipt of requisition.

The Trust's internal bleep standard is currently provided by Multitone numeric bleeps, which display the caller's number thereby reducing switchboard involvement. Maintenance repair is provided by Switchboard. If a repair cannot be made, a replacement bleep or Wider Area Pager will be provided. See section 10.1 for further information.

All new equipment costs will be recharged to the departments ordering the equipment.

Bleep coverage is predominantly restricted to the Derriford Hospital campus, however some bleeps will work up to an area within 10 miles radius of Derriford. Further advice on bleep coverage is available from either the IM&T Telecoms Team or Switchboard.

The purchase cost of bleeps will be recharged to the sponsoring Department, bleep calls are free, and no rental charges are levied.

Battery replacement is the responsibility of the sponsoring Department.

It is possible for Switchboard to transfer/divert bleep numbers to other bleeps. This will only be acceptable in the following circumstances:

- a) where a bleep is faulty and a temporary replacement provided whilst the original is sent for repair – divert will be limited to the duration of the repair.
- b) where a bleep holder has mislaid or forgotten to bring in his/her bleep, a temporary replacement may be provided – divert will be limited to 24 hours.

Wherever possible, on call/take teams/individuals must carry dedicated bleeps to prevent confusion and simplify communication for Wards, A&E, GPs and Switchboard staff. On call/take teams/individuals should formulate their own process for handing over dedicated bleeps.

Bleeps remain the property of the Trust and as such must be disposed of via Switchboard. Leavers must return their bleep to their Line Manager or Switchboard for cessation or re-allocation. Failure to comply with this policy will result in the user being invoiced for the full cost of a replacement and any other associated costs.

Information on how to obtain an internal bleep is provided in Appendix 1 Section 7.

10.3 Mobile Telecommunication Equipment

Trust staff requiring the allocation of a Trust mobile telephone must first gain the approval of the relevant Budget Holder and meet the justification criteria detailed below:

Justification for allocation of a mobile telephone:

1. Mobile is to be used for out of hours, off site, on-call duties and shared between staff covering the on-call duty - only one mobile per on-call rota.
and/or
2. Mobile is to be used for Health & Safety (lone working) or physical security purposes for community based staff.

Once approval is received Trust staff requiring the use of mobile communications facilities will have the following options:

1. A Trust mobile, providing the relevant justification is made.
2. Have a Trust pager.

3. Go without - on the understanding that it is their responsibility to remain contactable, e.g. whilst on-call.

Trust mobile telephone equipment may only be rented from EE. Maintenance is provided by the supplier whilst under initial warranty and at extra cost thereafter.

Fault repair/replacement is arranged by the IM&T Servicedesk.

All new equipment and maintenance costs will be invoiced to the departments ordering the equipment.

A 'fair use' policy is implemented within the Trust in respect of personal calls/text messages from Trust mobiles. If staff have a requirement to use their mobile for personal use they must make a request to the IM&T Telecoms Team (plh-tr.telecomsbilling@nhs.net), cc'ing in their line manager and stating their requirement and employee number. They will then have a monthly salary deduction of £10 set up to cover personal calls/text messages. Users are expected to monitor their own personal usage to ensure it does not exceed the £10 personal allowance. Mobile use activity is monitored both by the IM&T Telecoms Team and Counter Fraud and any personal use not accounted for, or any use over the £10 per month threshold must be communicated to the Telecoms team.

Personal abuse of a Trust mobile phone will be deemed as fraud and will constitute a disciplinary offence in accordance with the Trust's disciplinary procedure. Trust staff are reminded that all calls are monitored and that Counter Fraud will undertake spot checks of personal usage.

Premium/International calls will be barred by default. This bar can be lifted for specific periods on approval from the relevant budget holder by emailing 'IT Service Desk' providing the mobile number and dates with at least 5 working days notice.

Trust provided mobile phones will only be allocated to essential users and only one mobile will be allocated per on-call rota.

On call staff using a Trust mobile phone for on call communication cannot claim for reimbursement of home telephone line rental costs.

Due to the potential for interference with electronic medical equipment, there are restrictions to the use of mobile telephones (including any wearable devices with a network SIM card) in the Trust. Mobiles must be switched off within all clinical and ward areas. Clinical staff, in the course of treating patients, may use their mobile telephones in clinical and ward areas. Clinical staff are asked to be considerate to those around them, particularly in patient environments.

Mobile telephones (including any wearable devices with a network SIM card) must not be used within two metres of any electronic medical equipment in any area of the Trust.

There are specific areas of the Trust where all mobile telephones (including any wearable devices with a network SIM card) must be switched off and not used, as they may interfere with sensitive electronic medical equipment. These mobile free areas will be clearly signed and are listed in Appendix 2.

Mobile telephone cameras must not be used in any area of the Trust for quality, privacy and confidentiality reasons.

All Trust staff, patients and visitors may use their mobile telephones in non-clinical areas such as offices, main corridors, the main concourse, shops, restaurants, foyers, waiting rooms, etc.

Trust staff should not make or receive personal telephone calls at times which affect the operational service of their department.

Staff are asked to be vigilant in bringing this policy to the attention of other staff, patients and visitors.

For safety reasons, Trust staff must not use a mobile phone whilst driving any vehicle. Trust staff must pull over at the earliest opportunity, when and where safe to do so and switch off the engine to make or return a call. Mobile phone voicemail and/or SMS text messaging can be used to facilitate returning calls. No in-car mobile phone kits will be provided by the Trust. The Trust will not take responsibility or be liable in any way for someone charged with using a handheld device whilst driving and will not in any circumstances contribute in any way to the payment of fines or other expenses incurred by use of a handheld device except for those costs detailed in this policy. Any breach of this policy will constitute a disciplinary offence in accordance with the Trust's disciplinary procedure.

Any new mobile telecommunication equipment, other than mobile telephones, must be tested and approved prior to use by the Clinical Engineering Service. This will establish its susceptibility to interference with electronic medical devices and indicate any limitations or restrictions of use.

Where mobile telephone mailboxes are used, any associated passwords/PINs must be changed from the service providers default. Good practice for password security should be followed. Further advice is available from the IM&T Servicedesk.

Staff must observe their responsibilities in conjunction with the Data Protection Act when storing telephone numbers and person information on mobile telephones. Patient identifiable data should not be used in text or voicemail messages. Staff issued with a Smart Phone should refer to the Trust Information Security Policy for data protection guidance.

In the interests of security, the IM&T Servicedesk must mark all new mobile telephones before issue.

Mobile telephones remain the property of the Trust and as such must be disposed of via the IM&T Servicedesk. Leavers must return their mobile phone to the IM&T Servicedesk for cessation or re-allocation. Failure to comply with this policy will result in the user being invoiced for the full cost of the modern equivalent handset and any other associated costs.

Information on how to obtain a mobile communication devices and guidance on safe use of mobile communication equipment is provided in Appendix 1 Section 8.

10.4 Directory Information

It is the responsibility of all departments to provide updated telephone directory information to Switchboard and to the IT Service Desk.

10.5 Security

No equipment is to be taken off Trust premises without documented managerial approval. Any equipment located in easily accessed areas should be physically secured and rooms should be locked when not in use.

The loss or theft of equipment must immediately be reported to the line manager as well as the Trust Security Officer and the IM&T Servicedesk.

Any suspected telecommunications security violations should be brought to the attention of the IM&T Servicedesk, Trust Security Officer and Information Governance Team who will investigate and record the incident in accordance with the Incident Management Policy.

10.6 Audit

Compliance with the Trust's telephone communications standards will be periodically audited by the IM&T Telecoms Team so that areas of good practice or concerns can be identified and discussed with the relevant head of department.

11 Overall Responsibility for the Document

This document has been approved by the IM&T Senior Management Team and will be ratified by the Director of IM&T.

12 Consultation and Ratification

The design and process of review and revision of this policy will comply with The Development and Management of Formal Documents.

The review period for this document is set as default of five years from the date it was last ratified, or earlier if developments within or external to the Trust indicate the need for a significant revision to the procedures described.

This document will be reviewed by the IM&T Telecoms Team and ratified by the Director of IM&T.

Non-significant amendments to this document may be made, under delegated authority from the Director of IM&T, by the nominated owner. These must be ratified by the Director of IM&T.

Significant reviews and revisions to this document will include a consultation with named groups, or grades across the Trust. For non-significant amendments, informal consultation will be restricted to named groups, or grades who are directly affected by the proposed changes.

13 Dissemination and Implementation

Following approval and ratification, this policy will be published in the Trust's formal documents library and all staff will be notified through the Trust's normal notification process, currently the 'Vital Signs' electronic newsletter.

Document control arrangements will be in accordance with The Development and Management of Formal Documents.

It is the responsibility of all Managers, Department Heads and Service Directors to ensure that all staff are made fully aware of its contents.

14 Monitoring Compliance and Effectiveness

- Compliance with this policy will be monitored by ongoing audits.
- The IM&T Telecoms Team will perform audits
- Audits will be performed on an ad hoc basis
- Action will be taken as described in section 9
- Results of monitoring will be reported to Managers, Department Heads and Service Directors if required

15 References and Associated Documentation

- Information Governance Policy
- Information Technology Security Policy
- Network Security Policy
- NHSmail Acceptable Use Policy
- Internet Use Policy

1. Introduction

This section of the document offers guidance for telephone services and equipment provided at all sites where the Trusts network is present, including, but not limited to, the following:

1. Derriford Hospital (DH) and outbuildings (NU Building, DHLC, PGMC etc.)
2. Bush Park Central Records Library (CRL)
3. Plymouth Science Park including Cardio Analytics & (PSP)
4. Derriford & Plymouth International Business Parks
5. Child Development Centre

The Trust has subcontracted the switchboard functions to Saba which employs a number of full and part time telephonists to operate the DH switchboard.

The Trust employs a number of full time Telecoms Engineers to provide technical support for the Trust's telephone services. These engineers are accountable to the IM&T Technical Services Manager.

University Hospitals Plymouth NHS Trust places great importance on personal communication between its staff, patients and visitors. This interpersonal contact is often by telephone and it is frequently the first point of contact with other organisations. It is, therefore, essential that staff are aware of the importance of this form of communication and are, at all times and in all circumstances, professional and helpful in their responses.

2. Provision of Additional Computer Network Points

Trust staff requiring the allocation of an additional computer network point should arrange for their Budget Holder to raise a request via the IM&T online service portal: <http://online.plymouthict.nhs.uk/>.

Typically, additional computer network points can be provided within 4 weeks from placement of order. This is dependent upon relevant works being carried out to provide cable carrying capacity and data socket outlet facilities where none exist.

The provision of additional internal telephone extensions generate installation costs which will be recharged to the sponsoring Department. These charges will become clear following an initial survey by the IM&T Deployment Team.

3. Provision of Additional Internal Telephone Points

Trust staff requiring the allocation of an additional internal telephone extension should arrange for their Budget Holder to raise a request via the IM&T online service portal: <http://online.plymouthict.nhs.uk/>.

Typically, internal telephone extensions can be provided within 7 days from placement of order. This is dependant upon relevant works being carried out to provide cable carrying capacity / socket outlet facilities where none exist.

The provision of additional internal telephone extensions generate installation costs which will be recharged to the sponsoring Department. There are no rental charges, with the exception of Direct Exchange Lines (Virgin Media Centrex, BT etc) used at some peripheral sites such as Bush Park CRL and Plymouth Science Park.

Internal and private speech network calls are free. Some call charges are recharged via monthly departmental billing summaries. Call charge anomalies can be investigated by emailing a request to provide an itemised call list to the IT Service Desk.

Extensions can be configured for internal, local, national (including mobiles) or international dialling access as follows:

Internal Local National	Derriford, CRL, PSP, Mount Gould and to other networked health sites, external Freephone (0800) numbers plus calls to all National codes (01xxx, 02xxx and national rate numbers 0870 etc.) and mobiles - is provided as standard.
International	International calls (00) - is provided on approval from the relevant Directorate Manager and the Director of IM&T.

Dialling access to Premium Rate Services will be strictly prohibited and will only be provided on approval from the IM&T Technical Services Manager.

4. Telephone Moves and Changes

Trust staff requiring modifications to their existing telephone system should arrange for their Budget Holder to raise a request via the IM&T online service portal: <http://online.plymouthict.nhs.uk/>.

Usually, telephone modifications can be provided within 7 working days from placement of order. However this is dependent upon current workload, relevant works being carried out, to provide cable carrying capacity / socket outlet facilities, where none exist.

5. External Communications

Trust staff requiring the use of external telecommunication services, such as Direct Exchange Lines or Private Data Circuits from providers such as BT, Vodafone, Virgin Media etc., must consult with a member of the IM&T Networks Team before taking any action.

The Trust has chosen Maintel as their preferred external provider.

Use of external telecommunications should conform to the principles laid out for internal services

6. Telephone Handsets

Trust staff requiring an additional telephone handset must first gain the approval of the relevant Budget Holder.

Older analogue telephone handsets can be purchased via EPROC and the Procurement Department. Mitel IP Telephones must be obtained from the IM&T Deployment Team with

the relevant Budget Holder to raise a request via the IM&T online service portal: <http://online.plymouthict.nhs.uk/>, or via the IT Service Desk for replacement handsets. Costs are recharged to the sponsoring Department.

Telephone handsets purchased must be compatible with the Trust's Telephone systems. Technical advice is available from the IM&T Telecoms Team.

7. Voice Messaging

Trust staff requiring voice messaging / answering facilities must log the request via the IM&T online service portal: <http://online.plymouthict.nhs.uk/>, or by phoning extension 37000.

Usually voicemail "boxes" can be provided within 7 working days of request.

Users are responsible for the security of their voicemail box and the confidentiality of their voice messages. Voicemail users must change their mailbox password regularly and must not use the same number as their telephone extension number and must not use easy to remember numbers. Good practice for password security should be followed. Further advice is available from the IM&T Servicedesk.

A voicemail user guide is available via the IM&T online service portal: <http://online.plymouthict.nhs.uk/>.

Voicemail boxes must be used appropriately. Messages should be checked regularly and old messages deleted. Greetings should be appropriate, current and kept up to date.

8. Wide Area Pagers

Trust staff requiring the allocation of a wide area radio pager must first gain the approval of the relevant Budget Holder and meet the justification criteria detailed in the Telecommunications Policy before arranging for their Budget Holder raise a request via the IM&T online service portal: <http://online.plymouthict.nhs.uk/>

The Trust has chosen PageOne as their preferred pager provider.

Usually, pagers can be provided within 5 working days from receipt of requisition.

9. Internal Bleeps

Trust staff requiring the allocation of an internal Multitone bleep must first gain the approval of the relevant Budget Holder and meet the justification criteria detailed in the Telecommunications Policy before raising a request via the IM&T online service portal: <http://online.plymouthict.nhs.uk/>.

The Trust's internal bleep standard is currently provided by Multitone numeric bleeps, which display the caller's number thereby reducing switchboard involvement. All Multitone bleeps will be progressively phased out. Maintenance repair is provided via Switchboard.

Usually, bleeps can be provided within 2 weeks from receipt of requisition.

10. Mobile Telephones

Trust staff requiring the allocation of a Trust mobile telephone must first gain the approval of the relevant Budget Holder and meet the justification criteria detailed in the

Telecommunications Policy before raising a request via the IM&T online service portal: <http://online.plymouthict.nhs.uk/>.

The Trust has chosen EE as their preferred mobile provider.

Usually, Mobile Telephones can be provided within 7 working days of receipt of requisition.

Advice on mobile telephone coverage can be obtained from the IM&T Telecoms Team.

A 'fair use' policy is used within the Trust in respect of personal calls/text messages from Trust mobiles. All users who wish to use their Trust mobile for personal calls will have to request a monthly salary deduction of £10 to be set up to cover personal calls/text messages. Users are expected to monitor their own personal usage to ensure it does not exceed the £10 personal allowance. Monthly exception reports will be generated and should users personal call usage exceed the monthly allowance reports will be issued to their line manager.

Trust staff will be allocated a standard mobile telephone unless a justification is made for technical use such as data (3/4G) access. Call costs from and to Mobile Telephones are relatively expensive and vary depending upon the mobile network provider used. A monthly subscription for a minimum contracted period of 36 months will be incurred. All costs will be recharged to the sponsoring Department. Further tariff advice is available from the IM&T Telecoms Team.

General guidance on the safe use of mobile communication equipment is given in the table below:

Equipment type	Impact	Restriction
Cordless telephones	No significant interference under most circumstances	Need not be restricted
Mobile telephones (and wearable devices with a SIM card)	Likelihood of interference when in use or on standby mode within 2m of electronic medical equipment	With the exception of Clinical staff, mobiles must be switched off in all Clinical and Ward areas. ALL mobiles must be switched off in all areas listed in Appendix 2.
Hand held radios	Very likely to interfere when transmitting only and within 3m of medical equipment	Should only be used in response to an emergency call and used only when necessary

10. Internal Bleep Loan

The Trust is able to loan an internal bleep to staff if they first gain the approval of the relevant Line Manager.

The loan internal bleep is available from the Switchboard and is free of charge but limited to a maximum period of 1 day.

The sponsoring Department must accept liability for any damage, loss or theft.

Wide Area Pager Loan

The Trust is able to loan a wide area pager to staff if they first gain the approval of the relevant Line Manager.

The loan wide area pager is available from Switchboard and is free of charge but limited to a maximum period of 1 day.

The sponsoring Department must accept liability for any damage, loss or theft.

Equipment Return

On leaving the Trusts employment, staff previously issued with any of the afore-mentioned equipment must return that equipment to the relevant Line Manager or to the IM&T Deployment Team.

Failure to return equipment will result in the employee being billed for its replacement.

Equipment no longer required for whatever reason must be returned to the relevant Budget Holder or to the IM&T Servicedesk.

Fault Reporting and Repair

After establishing that a telephone line is faulty, and not the telephone handset, staff should report all Telecoms line and system faults to the IT Service Desk via the IM&T online service portal: <http://online.plymouthict.nhs.uk/> or calling extension 37000.

New telephone handsets are normally covered by a warranty dependent upon supplier.

Fault repair / replacement of telephone handsets is undertaken by the IM&T Support Team.

The Switchboard are responsible for the fault repair / replacement of wide area pagers and Bleeps.

New Mobile phones are covered by a limited 24 month warranty. Thereafter maintenance arrangements are the responsibility of the sponsoring Department.

Training

User guidance is available for all staff via the IM&T online service portal: <http://online.plymouthict.nhs.uk/>. Adhoc customised Telephone Skills training can be arranged for departments where appropriate via the Trust's Workforce Development Team

Name of high risk area (where all mobile telephone use is banned)	Exclusions (where mobile telephone use is allowed)
Pulmonary function laboratory area	None
Neonatal ICU clinical areas	Parents bedrooms and sitting room
Children's High Dependency Ward	None
Wildgoose Ward	Corridor outside ward
Woodcock Ward	Corridor outside ward
Children's Assessment Unit	Corridor outside ward
Children's Day beds	Corridor outside ward
Haemodialysis Unit	None
Level 1 Area on Carey Ward	None
High Dependency Unit	Consultants and technicians office, staff room, quiet room
Neuro Intensive Care	Consultants and technicians office, staff room, quiet room
Critical Care	Consultants and technicians office, staff room, quiet room and visitors rooms
Operating Theatres	None
Theatre recovery areas	None
A&E	Consultant/secretary offices
Imaging Rooms	Main waiting Areas, offices, staff rooms
Cardiac Wards – Clearbrook, Crownhill, Bickleigh and Braunton wards, Torcross ward (CICU) and Torrington (CICU/HDU).	None
Cardiothoracic Theatre Complex	None
Cardiology	None
Central Delivery Suite	Day room
Oncology treatment floor - the area in and around the radiotherapy machines	None

Dissemination Plan			
Document Title	Telecommunications Policy		
Date Finalised			
Previous Documents			
Action to retrieve old copies	To be managed by the Information Governance Team.		
Dissemination Plan			
Recipient(s)	When	How	Responsibility
All Trust staff		Vital Signs	Information Governance Team

Review Checklist		
Title	Is the title clear and unambiguous?	
	Is it clear whether the document is a policy, procedure, protocol, framework, APN or SOP?	
	Does the style & format comply?	
Rationale	Are reasons for development of the document stated?	
Development Process	Is the method described in brief?	
	Are people involved in the development identified?	
	Has a reasonable attempt has been made to ensure relevant expertise has been used?	
	Is there evidence of consultation with stakeholders and users?	
Content	Is the objective of the document clear?	
	Is the target population clear and unambiguous?	
	Are the intended outcomes described?	
	Are the statements clear and unambiguous?	
Evidence Base	Is the type of evidence to support the document identified explicitly?	
	Are key references cited and in full?	
	Are supporting documents referenced?	
Approval	Does the document identify which committee/group will review it?	
	If appropriate have the joint Human Resources/staff side committee (or equivalent) approved the document?	
	Does the document identify which Executive Director will ratify it?	
Dissemination & Implementation	Is there an outline/plan to identify how this will be done?	
	Does the plan include the necessary training/support to ensure compliance?	
Document Control	Does the document identify where it will be held?	
	Have archiving arrangements for superseded documents been addressed?	
Monitoring Compliance & Effectiveness	Are there measurable standards or KPIs to support the monitoring of compliance with and effectiveness of the document?	
	Is there a plan to review or audit compliance with the document?	
Review Date	Is the review date identified?	
	Is the frequency of review identified? If so is it acceptable?	
Overall	Is it clear who will be responsible for co-ordinating the dissemination,	

Responsibility	implementation and review of the document?	
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Core Information				
Date				
Title				
What are the aims, objectives & projected outcomes?				
Scope of the assessment				
Collecting data				
Race				
Religion				
Disability				
Sex				
Gender Identity				
Sexual Orientation				
Age				
Socio-Economic				
Human Rights				
What are the overall trends/patterns in the above data?				
Specific issues and data gaps that may need to be addressed through consultation or further research				
Involving and consulting stakeholders				
Internal involvement and consultation				
External involvement and consultation				
Impact Assessment				
Overall assessment and analysis of the evidence				
Action Plan				
Action	Owner	Risks	Completion Date	Progress update