

Ref. No: 479210122
From: Commercial
Date: 21/01/22
Subject: IT Devices & Systems

REQUEST & RESPONSE

How many staff do you employ?

6714

Do you have a critical care function?

Yes

Are you actively involved in/contributing to ICS level initiatives?

Yes

How many desktop devices do you have in the Trust?

6000

What makes & models are most used?

Dell Latitude 7390

Dell Latitude 5289

Precision 5820 Tower

HP Compaq Pro 6300 SFF

HP ProDesk 600 G1 SFF

HP EliteBook 840 G1

ThinkPad X270, X260, X250

What is your main web browser?

Edge

How many trust mobile devices do you have? (phones/tablets)

600

What are the main makes and models?

Google Pixel
Apple iPhone

As a whole, does the Trust favour Apple or Android devices?

This question does not fall under the parameters of the FOIA as it is requesting an opinion and therefore will not be answered

Are employees encouraged to use their personal devices for work?

Yes

Do you use an MDM solution to manage devices?

Yes

Who is your Internet provider?

Virgin Media

Do you have any known Wifi dead zones?

No

Who is your cellular provider?

Vodafone

Do you have known cellular coverage dead zones?

No

Do you use pagers/bleeps?

Yes

Who is your current pager/bleep service provider?

Multitone

Do you rely on commercial apps such as whatsapp to communicate internally?

No

Which commercial/external apps do you use?

N/A

Do you use any of the following supplier's services: Careflow Connect, Hospify, Vocera, Ascom, Multitone, Netcall?

Yes, we use:

Multitone

Netcall

Vocera

Careflow Connect

Do you use any software to manage tasks at night? If yes, what software do you use?

Yes - Careflow Vitals, Careflow Connect and ePMA

If not, how do you manage your tasks at night (word of mouth, whiteboard etc)?

N/A

Which roles are responsible for managing the workload at night? workload refers to looking after patients and completing any routine non-patient tasks during night shifts when there are depleted numbers of staff.

On each ward, there is a nominated nurse in charge to ensure patient workload is managed on a ward base. This would include patient care needs, administration of medicines and escalation of any deterioration, as examples.

In the event a patient is unwell there is a Junior Doctor workforce on duty who would be called to review during the night. All grades of doctors are available, including consultants who may be on-call or on site depending on the specialty/requirement.

Patients in ED are managed by the clinical teams in the department, with onward referrals being managed by the accepting on call team

Beyond that, escalation of any issues would go to the site manager, who would in turn escalate to general manager on call and Executive on call as necessary.

Which authentication protocol(s) do you use (ie. SAML, O Auth 2, OIDC)?

The Trust considers this section of your request to be exempt from disclosure in accordance with section 24(1) (Safeguarding national security) of the FOIA. Sec 24 allows a public authority to withhold information if it considers that releasing the information would make the UK or its citizens more vulnerable to a national security threat.

If the Trust released this information it could potentially assist those individuals who wish to carry out a cyber attack against the organisation and the NHS. This would in turn have a direct affect on patient safety and the Trusts ability to care for Patients.

Sec 24 of the FOIA is subject to the public interest test and for reasons outlined above the Trust is satisfied that it is not in the public's interest to release this information.

What PAS/EPR system do you use?

Careflow

Do you have APIs to integrate with the PAS/EPR?

Yes

Do you use Business Intelligence software? If so, what?

Yes. We use QlikView, Power BI and SSRS.

Do you raise alerts/send emails triggered by data? If yes, please provide any examples you can. This question relates to clinical alerts.

Yes, e.g. Sepsis and Oncology Alerts triggered and sent by email

Do you have other mechanisms to raise an alert/alarm other than a bleep? If yes, please specify examples

Yes. Careflow Connect, Radios and Tannoys.