

Ref. No: 650
From: NHS
Date: 26/04/23
Subject: Patient Entertainment

REQUEST & RESPONSE

Does the Trust have a patient entertainment offering?

Yes, in all applicable wards

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?

Charge for patients to some services

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?

N/A

Please advise if patients can bring their own devices?

Yes

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

Dedicated SSID for guest Wi-Fi

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

Any internet-based service

If so, are there any restrictions?

Web filter policies are in place to restrict extreme / pornographic sites

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

No charging facility provided

Do you provide devices for patient use?

No

If yes, what type?

N/A

If yes, what percentage of beds do these cover?

N/A

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

N/A

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

Hospedia

What streaming services do you offer?

None

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

N/A

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

N/A

Do you help patient's setup their own streaming accounts?

N/A

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

840 beds across 3 sites.