



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9

Buckingham Row

Brick Kiln Lane

Wigan

WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2023/8855

Date Received: 26th April 2023

Response Due: 26th May 2023

Date: 17th May 2023

Dear Sir/Madam

You asked:

1. Does the Trust have a patient entertainment offering?

Yes, on some wards (Rainbow children's ward using Free Wi-Fi and Trust controlled Apple iPad's)

2. Is the system free or is there a charge for patients, or is the service chargeable for either all or some content?

Free of charge for both patient's and staff.

3. Does the system offer information services in addition to entertainment, for example nurse call or meal ordering?

Yes, but it is not utilised by the Trust.

4. Does your solution use your own Wi-fi infrastructure?

Yes

5. Does your solution use your own internet circuit, and if so, is this dedicated for the service?

Yes

6. If so, what is the bandwidth size and utilization?

2 x 1GB dedicated Internet circuits.

7. Please advise if patients can bring their own devices?

Yes

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

We have an available free public / patient Wi-Fi offering use of the trust wireless infrastructure.

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

Social media, email and safe internet sites as per the attached.

10. If so, are there any restrictions?

Please see the attached document.

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

No charge to the patients.

12. Do you provide devices for patient use?

Not as a general rule but we did offer iPads to patients during the pandemic.

13. If yes, what type?

Apple iPad

14. If yes, what percentage of beds do these cover?

N/A

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

Yes, using our MDM solution.

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

N/A

17. What streaming services do you offer?

No subscribed streaming services are provided by the Trust.

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

N/A

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

N/A

20. Do you help patients setup their own streaming accounts?

No

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

698

22. Are you able to provide a contact for Patient Entertainment, so that we can discuss further as we progress our project?

Nick Bastow - Head of Facilities

The Trust does not routinely give out email addresses and direct telephone numbers of staff members as a large number of unsolicited emails/telephone calls could cause disruption to work by blocking email accounts/telephone lines and thereby preventing true work-related emails/calls from being delivered. However, the above-named member of staff can be contacted via main switchboard on 01942 244000.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Tabitha Gardner
Chief Finance Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111