



Freedom of Information Team
De La Court House
Queen Alexandra Hospital
Southwick Hill Road
Portsmouth
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PO6 3LY

Name:
Email:
Date: 17/05/2023
Ref: 23-24 062

Dear

RE: Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 26/04/2023. Please see responses to your requests below.

Does the Trust have a patient entertainment offering?

Yes.

If yes in all or some wards: Some wards have patient entertainment services.

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

The radio stations are free all day for paediatrics, chargeable everywhere else across the Trust every day after 12pm.

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? No.

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

Not applicable.

If so, what is the bandwidth size and utilization? Not applicable.

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

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

If so, what services can they access on your Wi-Fi? Patients can browse the intranet and log onto online banking.

If so, are there any restrictions? Yes, there are restrictions on the use of streaming services e.g., YouTube, BBC iPlayer, Netflix etc. via the Trust Wi-Fi.

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

The Trust's approved protocol approves the use of personal devices on the basis that the equipment is safe to use. The user is responsible for ensuring the equipment is of the correct standard and condition. The Trust does ensure that, as necessary, steps are taken to prevent misuse or accidents if they are identified.

Do you provide devices for patient use? No.

If yes, what type? Not applicable.

If yes, what percentage of beds do this cover? Not applicable.

If yes, does your own IT team support the patient facing devices? Not applicable.

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

What streaming services do you offer? The Trust does not offer any streaming services.

Do you have licences for these either as individual licence per device or Trust-wide? Not applicable.

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

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

There are restrictions on the use of streaming services via the Trust's Wi-Fi.

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

The Trust has in total 1,200 beds.

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

Hannah Chadwick – Head of Patient Experience. Hannah.Chadwick@porthosp.nhs.uk

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team