



**Portsmouth Hospitals
University**
NHS Trust

Freedom of Information Team
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Name:
Email:
Date: 08/08/2023
Ref: 23-24 221

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 07/07/2023. Please see responses to your requests below.

Can you please provide an update regarding details of your Trust's IT Infrastructure, including aspects of messaging, remote monitoring, etc? The eight questions are in the attached spreadsheet, which I would be grateful if you could fill in.

Please see the attachment.

Please note the below exemption applies to question 3,4 and 5.

The Trust is not able to readily retrieve this information and therefore to undertake this would require a manual search process which would exceed 18 hours. Therefore, this would exceed the appropriate limit for dealing with a Freedom of Information Request, in terms of costs and therefore Section 12(1) of the Freedom of Information Act 2000 applies.

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

Question 1a: Which internal (staff) messaging system does your organisation use?	Main provider	Product version	% Accounted for overall by this method	Contract end date	Additional notes
WhatsApp					
Signal					
SMS					
Teams	Microsoft	O365	Not recorded	March 26	
Other (e.g. pagers; please specify)	Pagers - Motorola	SCRIPTA Motorola	Not recorded	Pagers at QAH provided under PFI contract expiring in 2040	

Question 1b: Which external (for Patients/Outpatients) messaging system does your organisation use?	Main provider	Product version	% Accounted for overall by this method	Contract end date	Additional notes
WhatsApp					
Signal					
SMS	Healthcare Communications	Not Known	Not recorded	July 2024	SMS is used for Outpatients and Radiology
Teams					
Other (please specify)					

Question 2a: Do you currently have a remote monitoring solution?	Yes/No	Device Types (Please List)	Number of devices	Main suppliers (please list)	Total annual spend 2022/23 (£)	Contract end date	Additional notes
DEFINITION: Technology to monitor certain aspects of a patient's health outside of a traditional care setting. E.g. Monitors for blood levels, cardiology, insulin, blood pressure, heart rate etc	No						

Question 2b: If your organisation does not currently have remote monitoring solutions, are you planning to implement any within the next two years?	Yes/No	Preferred Supplier	Expected types	Additional notes
Where you plan to implement new remote monitoring solutions, please provide details as requested	No			

Question 3: For each of the network supply systems listed below, please provide the requested details	Main supplier	Total annual spend 2022/23 (£)	Contract renewal date	Additional notes
Mobile telecoms	O2 Telefonica	Not applicable	not applicable	Unable to provide annual costs without having to review each purchase invoice across the Trust
Data network (broadband)	Virgin Media	£43,000	2028	Costs estimated across the QAH 2gb, QAH 1gb & SMH 100Mb internet links
DEFINITION: Broadband is the actual internet connection afforded by your internet service provider (ISP), which you can access directly via a LAN or ethernet connection between your modem and device				
WiFi (hardware)	Cisco Aruba	£33,000 £618,000	2024	
DEFINITION: Wifi is a wireless connection between multiple devices and your router, and just one of the ways you can access the internet				
CoIN (if applicable) - Community of Interest Network	N/A			
WAN (Wide Area Network)	BT (HSCN) O2 / Virgin Media (was telefonica)	£70,000 £10,000	2026 2028	
DEFINITION: WANs connect users and applications in geographically dispersed locations				
LAN (Local Area Network)	Cisco Aruba		not applicable	Unable to provide annual costs without having to review each purchase invoice across the Trust
DEFINITION: LANs connect users and applications in close geographical proximity (same building)				
Other (please specify)				

Question 4: Regarding your trust's mobile device management (MDM) policy, please provide details for each element below	Main Product	Main Supplier	Total annual spend 2022/23 (£)	Contract end date	Additional notes
Smartphones	Airwatch	O2 Telefonica	Not applicable	Not applicable	Unable to provide annual costs without having to review each purchase invoice across the Trust
Laptops	Latitude (various)	DELL	Not applicable	Not applicable	Unable to provide annual costs without having to review each purchase invoice across the Trust
PCs	Optiplex	DELL	Not applicable	Not applicable	Unable to provide annual costs without having to review each purchase invoice across the Trust
Tablets	iPad	Apple	Not applicable	Not applicable	Unable to provide annual costs without having to review each purchase invoice across the Trust
Other (please specify):					

Question 5a: Does your trust have any virtualised desktops?	Main product	Main Supplier	Total annual spend 2022/23 (£)	Number of virtual desktops	Contract end date	Additional notes
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DEFINITION: A virtual desktop is a preconfigured image of operating systems and applications in which the desktop environment is separated from the physical device used to access it. Users can access their virtual desktops remotely over a network.	Citrix virtual apps and desktops (CAVD)	Citrix	Not applicable	314	2025	Unable to provide annual costs without having to review each purchase invoice across the Trust
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Question 5b: If your organisation does not have virtualised desktops, are you planning to implement any within the next two years?	Yes/No	Preferred supplier	Expected number	Additional notes
Where you plan to implement new virtualised desktops, please provide details as requested	No			