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Darlington Memorial Hospital
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Foundation Trust Office: 01325 74 3625
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Request for Information Reference: 04.23.60

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

16th May 2023

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 26th April 2023 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Patient Entertainment and I am providing the following information in response to your specific questions:

1. Does the Trust have a patient entertainment offering?

Yes, in all applicable wards

Yes, in some wards

No

Darlington Memorial Hospital	- yes, in some wards
University Hospital of North Durham	- no
Bishop Auckland Hospital	- yes, in some wards
Chester le Street Hospital	- no

2. 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?

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

Does your solution use your own Wi-fi infrastructure?

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

If so, what is the bandwidth size and utilization?

Darlington Memorial Hospital and Bishop Auckland Hospital - Chargeable – TV & Radiology channels only; hard-wired system, no data or WiFi via Trust systems

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

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

Darlington Memorial Hospital and Bishop Auckland Hospital - Yes

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

Darlington Memorial Hospital and Bishop Auckland Hospital - Any websites, subject to standard content filtering

If so, are there any restrictions?

Darlington Memorial Hospital and Bishop Auckland Hospital - Content filtering against inappropriate websites. Bandwidth limited to 5Mbps per device.

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

Darlington Memorial Hospital and Bishop Auckland Hospital - The Trust permits the use of personal electronic devices and their charging by staff on the healthcare premises. Patients may only be granted permission to charge personal devices following completion of a full risk assessment.

4. Do you provide devices for patient use?

If yes, what type?

Yes for all hospitals - Some iPads are available for patient use, provided by the CDDFT charity

If yes, what percentage of beds do these cover?

The Trust cannot provide an exact number of devices to answer this questions however we can state that there are approximately 250 devices, spread across all sites, wards and departments.

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

No

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

No

5. What streaming services do you offer?

No streaming services are offered on all sites

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?

Not applicable

Do you help patients setup their own streaming accounts?

Not applicable

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

874 beds in total

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

Carol Birch, Associate Director of Facilities - Switchboard 01325 380100

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator