Ref: FOI/GS/ID 4728

Please reply to:
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Trust Management
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Patient Entertainment and information access.

You asked:
1. Does the Trust have a Patient Entertainment offering? Yes, in all applicable wards; Yes in some wards or No
If Yes in all or some wards:
Is the system free or 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?
Can you advise if you are under contract with a provider, and if so, who it is with and when that contract expires?
If No
Does the Trust have plans to implement a Patient Entertainment System and if so do you have an approximate date?
Are you considering additional services such as nurse call or meal ordering or solely entertainment?
2. Are you able to provide a contact for Patient Entertainment for additional dialogue on the subject?

Trust response:
1) Yes, we have patient entertainment at both Maidstone Hospital and Tunbridge Wells Hospital in a significant proportion of our wards and individual rooms. At Maidstone Hospital, it is limited to hospital radio but at Tunbridge Wells Hospital we provide TVs in most rooms, subject to availability of serviceable equipment (TVs and remote controls). The Trust does not charge patients for these facilities, and I believe that MTW's Hospital Radio is charitably funded and staffed by volunteers. The Trust also provides site-wide guest WiFi for patients that allows them to use the Internet whilst visiting our sites.

To the best of our knowledge, the Trust does not have a contract with a provider and are in the process of procuring support from the current hardware supplier of the Tunbridge Wells patient entertainment system.

2) This would fall under the remit of Michael Beckett, Interim Director of Health Informatics, E-mail: michael.beckett@nhs.net