

Ref: FOI/GS/ID 6770

Please reply to:
FOI Administrator
Trust Management
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www.mtw.nhs.uk

31 August 2021

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 Pagers.

You asked:

- 1. As at 31 May 2021, how many pagers were in use in your Trust?*
- 2. For the financial year ending 31 March 2021, what is the total annualised cost of pagers (broken down by equipment rental, licences, low value equipment replacement, maintenance of infrastructure, depreciation on capital assets and any other costs)?*
- 3. What stage of procurement and implementation is your Trust currently at and what are the achieved and proposed times for the various steps (e.g. business case approved, tender issued, contract awarded, implementation started, test system is live/user acceptance testing, deployed system is live)?*
- 4. If a contract has been awarded, which pager replacement system has your Trust selected?*
- 5. What additional features does your proposed (or implemented) pager replacement system have, compared with previous capability? (e.g. integration with electronic patient record)*
- 6. How many *users* and how many *devices* will the pager replacement system have?*
- 7. What is the estimated total annualised cost of the replacement system (broken down by equipment rental, licences, low value equipment replacement, maintenance of infrastructure, depreciation on capital assets and any other costs)?*
- 8. Will the trust retain some pagers for *emergency* communications or will emergency communications be handled by the pager replacement system? If some pagers are being retained, how many?*
- 9. If the pager replacement system fails, what will be used as a backup system? (e.g. do you have plans to use staff personal devices?)*

10. *Is the Trust on course to phase out pagers for *non-emergency* communications by 31 December 2021? If not, by when?*

11. *Is there a benefits realisation plan or post-implementation monitoring plan in place?*

Trust response:

1. 380

2. The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the companies ability to win new business opportunities for their services and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

Supplier Transactions

All NHS bodies are required to publish details of individual invoices and transactions that are over £25,000. This is in response to guidance from HM Treasury which sets out the scope of the data. Details can be found on our website using the following link: www.mtw.nhs.uk/about-us/our-quality-story/finance/

3. Contract in place

4. Multitone Electronics PLC

5. iMessage.

6. 380 & 380

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8. No

9. If the redundant backup fails, the alternative is to page over the internal landline system.

10. Not applicable

11. No