

Ref: FOI/GS/ID 7189

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
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Maidstone, Kent
ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net
www.mtw.nhs.uk

23 March 2022

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 IT Devices & Systems.

You asked:

- 1. How many staff do you employ?*
- 2. Do you have a critical care function?*
- 3. Are you actively involved in/contributing to ICS level initiatives?*
- 4. How many desktop devices do you have in the Trust?*
- 5. What makes & models are most used?*
- 6. What is your main web browser?*
- 7. How many trust mobile devices do you have? (phones/tablets)*
- 8. What are the main makes and models?*
- 9. As a whole, does the Trust favour Apple or Android devices?*
- 10. Are employees encouraged to use their personal devices for work?*
- 11. Do you use an MDM solution to manage devices?*
- 12. Who is your Internet provider?*
- 13. Do you have any known Wifi dead zones?*
- 14. Who is your cellular provider?*
- 15. Do you have known cellular coverage dead zones?*
- 16. Do you use pagers/bleeps?*
- 17. Who is your current pager/bleep service provider?*
- 18. Do you rely on commercial apps such as whatsapp to communicate internally?*
- 19. Which commercial/external apps do you use?*
- 20. Do you use any of the following supplier's services: Careflow Connect, Hospify, Vocera, Ascom, Multitone, Netcall?*
- 21. Do you use any software to manage tasks at night? If yes, what software do you use?*
- 22. If not, how do you manage your tasks at night (word of mouth, whiteboard etc)?*

23. Which roles are responsible for managing the workload at night?
24. Which authentication protocol(s) do you use (ie. SAML, O Auth 2, OIDC)?
25. What PAS/EPR system do you use?
26. Do you have APIs to integrate with the PAS/EPR?
27. Do you use Business Intelligence software? If so, what?
28. Do you raise alerts/send emails triggered by data? If yes, please provide any examples you can.
29. Do you have other mechanisms to raise an alert/alarm other than a bleep? If yes, please specify examples

Trust response:

1. Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website using the following link/s: <https://www.mtw.nhs.uk/about-us/publications/> the link should take you to the Publications page where you need to click on the Annual Report and Accounts dropdown.

Alternatively, from our website home page, click the About Us Tab, then the Publications tab and then the Annual Report and Accounts dropdown where you will find all the information on page 66

2. Yes
3. Yes
4. 5800
5. Dell Optiplex 5080 and Latitude 5540
6. Chrome although explorer and Edge are used for some applications
7. 1367
8. Apple iPhone various models
9. Apple
10. No
11. Yes
12. we have Internet access from Block Solutions and Adept Telecom.
13. No
14. O2
15. No
16. Yes
17. Pager solutions comprise a short-range solution that is contracted with Multitone, and long-range paging that is PageOne. PageOne for pager rental (Multitone for maintenance)
18. Yes
19. WhatsApp, MS Teams
20. Netcall and Multitone
21. No
22. Hospital at Night team
23. Hospital at Night team
24. We use SAML and OIDC
25. Allscripts PAS and Allscripts Sunrise Clinical Manager (EPR)
26. Yes
27. Power BI
28. No
29. No