

Ref: FOI/GS/ID 8168

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

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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.

You asked:

1. *Does the Trust have a patient entertainment offering?*
 - a. *Yes, in all applicable wards*
 - b. *Yes, in some wards*
 - c. *No*

If yes in all or some wards:

2. *Is the system free or is there a charge for patients, or is the service chargeable for either all or some content?*
3. *Does the system offer information services in addition to entertainment, for example nurse call or meal ordering?*
4. *Does your solution use your own Wi-fi infrastructure?*
5. *Does your solution use your own internet circuit, and if so, is this dedicated for the service?*
 - a. *If so, what is the bandwidth size and utilization?*
6. *Please advise if patients can bring their own devices?*
 - a. *If so, are they able to gain access to your Wi-Fi?*
 - b. *If so, what services can they access on your Wi-Fi?*
 - c. *If so, are there any restrictions?*
 - d. *If so, how do you provide a charging facility whilst meeting your local Electrical Safety Policy?*
7. *Do you provide devices for patient use?*
 - a. *If yes, what type?*
 - b. *If yes, what percentage of beds do these cover?*
 - c. *If yes, does your own IT team support the patient facing devices?*
 - d. *If no, do you have a managed service support partner?*
8. *What streaming services do you offer?*

- a. Do you have licences for these either as individual licence per device or Trust-wide?
- b. Are streaming services only available to those who have personal accounts setup already?
- c. Do you help patients setup their own streaming accounts?
- 9. How many beds/wards do you have at your hospital/s?
- 10. Are you able to provide a contact for Patient Entertainment, so that we can discuss further as we progress our project?

Trust response:

- 1. b. Yes, in some wards
- 2. Yes - Free
- 3. No
- 4. No
- 5. Yes and no (in that order),
 - a. 1Gbps per hospital and around a peak of 250Mbps
- 6. Yes
 - a. Yes, can access WiFi
 - b. Yes, in line with the Trust user policy
 - c. Yes - as above
 - d. If a patient were to bring in any device which would require plugging in, this device would have to be PAT tested.
- 7. Yes
 - a. iPads - 12
 - b. Not applicable
 - c. Yes
 - d. Not applicable
- 8.
 - a. Trustwide
 - b. No
 - c. Not applicable
- 9. There are site maps showing details of all the wards on our website.
WWW.MTW.NHS.UK
- 10. Sue Forsey - IT Director