



**Maidstone and  
Tunbridge Wells**  
NHS Trust

Ref: FOI/GS/ID 8579

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

02 November 2023

## **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 LAN, Core & Edge, Wi-Fi, Telephony Hardware, Unified Communications, SD-WAN or SASE, asset tracking, real-time asset locating or RFID and alert or notification solution.

*You asked: All questions are shown as received by the Trust.*

*1. When was your last networking (LAN, Core & Edge refresh, and when is the next refresh planned?*

*1a. What would you like to improve upon in your next refresh?*

*1b. Could you please confirm the supplier for your current contract and the vendor that you are using?*

*2. When was your last Wi-Fi refresh, and when is the next refresh planned?*

*2a. What would you like to improve upon in your next refresh?*

*2b. Could you please confirm the supplier for your current contract and the vendor that you are using?*

*3. When was your last Telephony Hardware refresh, and when is the next refresh planned?*

*3a. What would you like to improve upon in your next refresh?*

*3b. Could you please confirm the supplier for your current contract and the vendor that you are using?*

*4. When was your last Unified Communications refresh, and when is the next refresh planned?*

*4a. What would you like to improve upon in your next refresh?*

*4b. Could you please confirm the supplier for your current contract and the vendor that you are using?*

*5. Do you currently use SD-WAN or SASE, if not it this something that you are planning to do?*

*5a. If yes, could you please confirm the supplier for your current contract and the vendor that you are using?*

*6. What adoption of asset tracking/real-time asset locating, or RFID has been implemented or is being considered or planned?*

*6a. Can you confirm contract dates and vendors?*

*7. Do you have an alert/notification solution in place for reducing false alarms or is being considered or planned?*

Trust response:

1. The Trust are in the process of completing the current network refresh. We would anticipate having 7-10 years of support on all of the components we have installed

1a. This question does not fall under the remit of the FOI Act as it asks for an opinion rather than recorded information.

1b. Block as part of a managed service

2. WiFi refresh (access points) was completed at Tunbridge Wells Hospital in 2021/2022. There is not one planned at Maidstone Hospital as the access points do not go end of support until 2025. The controllers were refreshed in 2022 as part of the network refresh

2a. This question does not fall under the remit of the FOI Act as it asks for an opinion rather than recorded information.

2b. The WiFi hardware is Cisco via Block. WiFi Spark are for guest and staff WiFi services only.

3. Telephony hardware refresh was in 2023 - excludes desk phones which are replaced with newer models ad-hoc

3a. This question does not fall under the remit of the FOI Act as it asks for an opinion rather than recorded information.

3b. Cisco hardware and is part of managed contract with Block

4. Unified Comms refresh was in 2023

4a. This question does not fall under the remit of the FOI Act as it asks for an opinion rather than recorded information.

4b. Cisco hardware and is part of managed contract with Block

5. No SD-WAN plans at the moment

5a. Not applicable

6. Not applicable

6a. Not applicable

7. Not applicable