

## FREEDOM OF INFORMATION RESPONSE

**FOI 3081**

**WiFi**

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1. Which Hospitals/clinics/ facilities in your Trust have Guest and Patient WiFi?

We provide our patients and guests with access to wifi through BT Openzone which is available across all three of our hospital sites.

2. Of the hospitals with patient and visitor WiFi access, how many charge for the use / access of the WiFi?

There is a charge to use BT Openzone. If patients/guests have BT Broadband at home they can access BT Openzone for free.

3. How much does each hospital charge for the Patient and Visitor WiFi? Please provide charges per hour, day, week, month and year.

The charges are as follows:

BT Openzone charges available from the BT website.

4. To which company have you awarded the contract to provide guest / Visitor WiFi services?

BT

5. Who decides the charges: the trust, hospital or WiFi provider?

Wifi provider

6. When was the wifi installed and how much were those installation costs?

WIFI was installed in 2012 Only a small proportion of the installation costs (circa £100K) were trust funded. These charges were to take account of the Trust use of the wifi infrastructure to access its own network.

7. Who funded the installation?

The WiFi provider, the trust or split between the two? If split, in what proportions?

See question 6, a proportion of the infrastructure relevant to Trust staff network access was funded by the Trust but the public access portion was not funded by the Trust.

8. What is the annual running cost to provide visitor and patient WiFi per hospital?

There is a small expenditure on patient access (less than £4k) but this largely paid for by a very small income stream from the same service.

9. How much annual income (or losses) to each hospital are generated from WiFi charges?

The I&E is largely break even (correct to the nearest £1k)

10. How is income from patient/visitor WiFi service divided between the WiFi provider and the trust/hospital?

N/A

11. How was the contract to provide patient/visitor WiFi awarded?

Through a national framework agreement

12. How did you arrive at the decision to charge or not charge patients / guests a fee for the use of the WiFi?

The use of BT funded infrastructure open to BT Openzone customers was decided upon on the basis of the percentage of the population who already have free access to BT Openzone and the requirement to install the public access at zero cost (ie to avoid taking money from essential clinical services).

13. How were the fees arrived at?

Standard BT Openzone costs.

14. How was the contract to provide patient/visitor WiFi awarded? Was there a competitive a tendering process?

The BT openzone Wi-Fi was installed free of charge by BT / N3 as part of the Wi-Fi procurement. This is covered by a national framework contract.

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