

FOI REF: 23/712

4th March 2022

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FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

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

The latest refresh is in progress, date of next refresh not yet known.

- a) What would you like to improve upon in your next refresh?**

Not yet known.

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

Supplier – Telefonica, Vendor – Aruba.

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

The latest refresh is in progress, date of next refresh not yet known.

- a) What would you like to improve upon in your next refresh?**

Not yet known.

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

Supplier – Telefonica, Vendor – Aruba.

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

The current VOIP system was purchased in 2018. There is no plan to refresh the current system. Mobiles are replaced as and when required.

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

Not applicable.

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

Supplier – NTT, Vendor - Alcatel Lucent.

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

Clarification was sought with regard to what aspect of Unified Communications you are referring to and confirmation was received as follows:

Does the Trust have a unified communications solution to help with the Integration of enterprise communication services such as instant messaging, presence information, voice, mobility features etc., ie. Teams or something similar?

Yes, the Trust uses Microsoft Teams.

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

Not applicable.

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

Microsoft.

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

No, the Trust do not use SD-WAN or SASE and there are no plans to do so in the future.

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

Not applicable.

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

None.

a) **Can you confirm contract dates and vendors?**

Not applicable.

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

Clarification was sought with regard to what false alarms you are referring to and confirmation was received as follows:

Constant beeping - medication pumps, monitors, beds, ventilators, vital sign machines, and feeding pumps – are alarms that are all too familiar to nurses, especially in the intensive care unit. Research indicates that 72% to 99% of all alarms are false which has led to alarm fatigue. Unfortunately, due to the high number of false alarms, alarms that are meant to alert clinicians of problems with patients are sometimes being ignored. Assuming that an alarm is false puts patients in harm's way and could lead to medical mistakes.

Does the Trust currently utilise a solution to deal with types of Alarms/Notifications?

Clinical Engineering works with clinical leads to agree on and set configurations on medical devices with alarm limits that are pertinent to the specific area.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net