

FOI REF: 26/070

17<sup>th</sup> March 2026

Tel: 0300 131 4500  
Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

## 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:

**Please can you answer the following questions regarding the Trust's IT set up under the Freedom of Information Act:**

- 1. What was the typical average login time for staff devices, measured from power-on to a usable desktop session, during the 2025 calendar year?**

15 Seconds.

- 2. How many endpoint or device-related incidents (for example PCs, laptops or tablets) were logged with the IT service desk between 1 January and 31 December 2025?**

29000.

- 3. What was the average time taken to resolve endpoint or access-related incidents (mean time to restore, in hours) during the same period?**

1.3931 hours.

- 4. How many IT-related service interruptions affecting clinical or administrative workflows were recorded between 1 January and 31 December 2025?**

12.

5. **How many clinically significant IT outages were recorded during 2025, and what was the cumulative total duration of these outages (in hours)?**

There were 6 incidents recorded, classed as clinically significant IT outages, during 2025. All were rated as 'no harm/near miss'.

East Sussex Healthcare NHS Trust (ESHT) does not record the duration of the outages.

6. **As of 31 December 2025, how many desktops and laptops were in active use within the Trust, and how many of these devices were more than five years old?**

8545 desktops and laptops in active use.

1687 are older than 5 years.

7. **How many staff did not have a designated digital workstation as part of their role during 2025? And what percentage is this compared to the Trust's total staff number?**

ESHT does not record this information.

8. **During 2025, did the Trust use any tools or platforms to proactively monitor staff's device health or digital workplace experience (for example endpoint management, device health monitoring or digital experience management)? If yes, please indicate which of the following best applies:**

No.

- basic device management only (reactive / break-fix)
- proactive device health monitoring
- proactive digital experience or workforce experience monitoring

Not applicable.

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](mailto: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](mailto:esh-tr.foi@nhs.net)