

30th July 2026

Eastbourne District General Hospital

Kings Drive
Eastbourne
East Sussex
BN21 2UD

Tel: 0300 131 4500
Website: www.esht.nhs.uk

Further to your recent request for information made under the Freedom of Information Act (FOIA) 2000, I now set out our answers to your specific questions, and any clarifications sought and provided, as follows:

Under the Freedom of Information Act 2000, I request the following recorded information about how the Trust dispatches and manages portering tasks, and about any systems used to track the real-time location of staff, patients, or assets.

- 1. Does the Trust use any software system or mobile application to dispatch, manage, or track the real-time tasks of porters (for example TeleTracking, MyPorter, Navenio, or similar)? If so, please give the system name and the supplier.**

The Trust use an internally designed system for managing Portering activity / tasks which is real time based. There are no external systems used for Porter management.

- 2. Does the Trust use any Real-Time Location System (RTLS) or indoor-positioning technology — including GPS, Bluetooth/BLE, Wi-Fi, RFID, or infrared — to track the real-time location of staff, patients, or assets/equipment? If so, please give the system name and the supplier.**

Rfid equipment tracking is utilised for some medical equipment: iAssets from iDox.

- 3. Regardless of any system named above, how are portering tasks currently requested and allocated to porters day to day — for example paper/job sheets, telephone, two-way radio, pager/bleep, or a software application?**

Tasks are requested via the Porter control desk and are mainly received via the telephone. Tasks are allocated face to face or via radios, also emergency tasks are received via a talk over bleep system.

- 4. For each system named in response to questions 1 or 2, please provide: the total contract value or annual spend; the contract start and expiry dates, including any extension or break options; and the procurement framework or contract reference used (for example NHS SBS or Crown Commercial Service).**

Not applicable.

5. **Are portering services delivered in-house or outsourced? If outsourced, please give the provider's name and the current contract expiry date.**

All Portering services provided in our Trust are delivered in house by fully employed NHS staff.

6. **If held in an easily retrievable form, please also provide the number of porters employed or contracted (in WTE) and the approximate number of portering tasks handled per day or per month.**

There are 62.36 WTE porters in place across the Trust. On average there are 13,000 to 14,000 tasks completed per month.

7. **The department and the job title (not the name of any individual) responsible for portering services and for any systems identified above.**

Trust Operational Facilities Manager.

I trust this information is helpful in its detail or explanation however, if you are dissatisfied with the response, then you have the right to request an internal review. If you wish to seek an internal review, please write to the Freedom of Information Team at esh-tr.foi@nhs.net quoting the above FOI reference number, within 40 working days. Please note the Trust is not obliged to accept a request for an internal review after this time period.

Yours faithfully

Freedom of Information (FOI) Team
East Sussex Healthcare NHS Trust
0300 131 4716
Core Hours of Business: Monday to Friday 9.00am to 4.00pm