Royal Stoke University Hospital
Data, Security and Protection
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Staffordshire
ST4 6QG

Email foi@uhnm.nhs.uk

Ref: FOIA Reference 2023/24-474

Date: 12th January 2024

Dear

I am writing to acknowledge receipt of your email dated 19th October 2023 requesting information under the Freedom of Information Act (2000) regarding networking LAN, Core & Edge refresh

On 20th December 2023 we contacted you via email with the following:
To continue with your request we require clarification Q7, what false alarms are you referring to?

On the same day, you replied via email with:
'In clarification to Q7:

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?'

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1   Please do provide all relevant information to the following questions, with both text and relevant links to documents.

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?

A1   Information not held by UHNM, this information Is held by Nasstar

Q2   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?

A2   As answer 1

Q3   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?

A3   As answer 1

Q4   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?

A4   As answer 1

Q5   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?

A5   As answer 1

Q6   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?

A6   UHNM does not currently use any RFID asset tracking/real-time asset location-based services. We will be looking to evaluating products in Q1 24 and working on business case for deployment sometime in between 24 – 25.

6a. Can you confirm contract dates and vendors? = None

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Q7 **Do you have an alert/notification solution in place for reducing false alarms or is being considered or planned?**

A7 We don't current utilise a system to manage these alarms. Regarding patient monitoring the clinicians are trained to tailor the alarms to suit each patient and not to use the default settings

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

Yours,

Rachel Montinaro
Data Security and Protection Manager - Records