

**Reference Number:** FOI/LHCH/2015133  
**From:** Press/Media  
**Date:** 01 June 2015  
**Subject:** Hospital wifi

- Q1 Which Hospitals/clinics/ facilities in your Trust have Guest and Patient WiFi?
- A1 [Liverpool Heart and Chest Hospital - free WiFi is available throughout the hospital site available to visitors and patients](#)
- Q2 Of the hospitals with patient and visitor WiFi access, how many charge for the use / access of the WiFi?
- A2 [None](#)
- Q3 How much does each hospital charge for the Patient and Visitor WiFi? Please provide charges per hour, day, week, month and year.
- A3 [Information not held - as A1 above](#)
- Q4 To which company have you awarded the contract to provide guest / Visitor WiFi services?
- A4 [Wi-Fi Spark](#)
- Q5 Who decides the charges: the trust, hospital or WiFi provider?
- A5 [Information not held - not applicable, no charges to patients/visitors](#)
- Q6 When was the wifi installed and how much were those installation costs?
- A6 [Installed utilizing the existing wireless network in 2011, quarter 2. Installation costs were £4,224](#)
- Q7 Who funded the installation? The WiFi provider, the trust or split between the two? If split, in what proportions?
- A7 [The Trust funded the installation](#)
- Q8 What is the annual running cost to provide visitor and patient WiFi per hospital?
- A8 [The running cost is approximately £2,027 per annum](#)
- Q9 How much annual income (or losses) to each hospital are generated from WiFi charges?
- A9 [Zero – as A1 above](#)

- Q10 How is income from patient/visitor WiFi service divided between the WiFi provider and the trust/hospital? E.g.; income above a certain figure goes to the trust / a percentage goes to the trust / no income is received nor are any costs borne by the trust?
- A10 Information not held – as above
- Q11 How was the contract to provide patient/visitor WiFi awarded?
- A11 Mini-tender process facilitated by Informatics Merseyside (Health Informatics Service)
- Q12 How did you arrive at the decision to charge or not charge patients / guests a fee for the use of the WiFi?
- A12 Corporate decision to contribute to positive patient/visitor experience and Trust's vision
- Q13 How were the fees arrived at?
- A13 Information not held - not applicable, no fees charged
- Q14 How was the contract to provide patient/visitor WiFi awarded? Was there a competitive a tendering process?
- A14 As per A11 above