

**Reference Number:** FOI202324//045  
**From:** Other  
**Date:** 26 April 2023  
**Subject:** Details of patient entertainment offerings within the Trust

Q1 Does the Trust have a patient entertainment offering?

- Yes, in all applicable wards
- Yes, in some wards
- No

A1 No

Q2 If yes in all or some wards:  
Is the system free or is there a charge for patients, or is the service chargeable for either all or some content?

A2 Information not held – as per A1

Q3 Does the system offer information services in addition to entertainment, for example nurse call or meal ordering?

A3 Information not held – as per A1

Q4 Does your solution use your own Wi-fi infrastructure?

A4 Information not held – as per A1

Q5 Does your solution use your own internet circuit, and if so, is this dedicated for the service?

- a. If so, what is the bandwidth size and utilization?

A5 Information not held – as per A1

Q6 Please advise if patients can bring their own devices?

- a. If so, are they able to gain access to your Wi-Fi?
- b. If so, what services can they access on your Wi-Fi?
- c. If so, are there any restrictions?
- d. If so, how do you provide a charging facility whilst meeting your local Electrical Safety Policy?

A6 Yes

- a. Yes, we have a dedicated patient Wi-Fi
- b. Internet
- c. Proxy server in place
- d. We do not provide charging facilities

- Q7 Do you provide devices for patient use?
- If yes, what type?
  - If yes, what percentage of beds do these cover?
  - If yes, does your own IT team support the patient facing devices?
  - If no, do you have a managed service support partner?
- A7 No
- Q8 What streaming services do you offer?
- Do you have licences for these either as individual licence per device or Trust-wide?
  - Are streaming services only available to those who have personal accounts setup already?
  - Do you help patient's setup their own streaming accounts?
- A8 Information not held – we do not provide streaming services
- Q9 How many beds/wards do you have at your hospital/s?
- A9 152 General & Acute beds and 30 Critical Care beds  
13 wards
- Q10 Are you able to provide a contact for Patient Entertainment, so that we can discuss further as we progress our project?
- A10 Leanne Fearnehough [leanne.fearnehough@alderhey.nhs.uk](mailto:leanne.fearnehough@alderhey.nhs.uk)