Reference Number:	FOI2021/441
From:	Private Individual
Date:	21 January 2022
Subject:	Trust IT systems and Telecomms devices

Q1 How many staff do you employ?

A1 1897 substantive staff (as of 04/02/2022)

Q2 Do you have a critical care function?

A2 Yes

Q3 Are you actively involved in/contributing to ICS level initiatives?

A3 Yes the Trust is involved in Community Diagnostic Centre (CDC) collaboration and Cheshire and Mersey Radiology Imaging Network.

Q4 How many desktop devices do you have in the Trust?

A4 2028 (as of 10/02/2022)

Q5 What makes & models are most used?

A5 Dell. 3060, 3070, 3080.

Q6 What is your main web browser?

A6 Currently Internet Explorer or Google Chrome

Q7 How many trust mobile devices do you have? (phones/tablets) What are the main makes and models?

A7 530. IPhones and Samsung phones are both in use. Models change regularly dependant on availability of updated versions.

Q8 As a whole, does the Trust favour Apple or Android devices?

A8 No preference. Similar uptake.

Q9 Are employees encouraged to use their personal devices for work?

A9 No

Q10 Do you use an MDM solution to manage devices?

A10 Yes

Q11   Who is your Internet provider?

A11   BT / O2 / Virgin Media

Q12   Do you have any known Wifi dead zones?

A12   No

Q13   Who is your cellular provider?

A13   Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

         This information is available on our website, it can be found in our 2021 Disclosure Log, please see FOI Request Ref: 176 http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/

         Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

Q14   Do you have known cellular coverage dead zones?

A14   Yes – One

Q15   Do you use pagers/bleeps?

A15   Yes

Q16   Who is your current pager/bleep service provider?

A16   Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

         This information is available on our website, it can be found in our 2021 Disclosure Log, please see FOI Request Ref: 192: http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/

         Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

Q17   Do you rely on commercial apps such as whatsapp to communicate internally?

A17   Yes

Q18   Which commercial/external apps do you use?

A18   Whatsapp

Q19   Do you use any of the following supplier's services: Careflow Connect, Hospify, Vocera, Ascom, Multitone, Netcall?

A19   No

Q20   Do you use any software to manage tasks at night?
          a. If yes, what software do you use?
          b. If not, how do you manage your tasks at night (word of mouth, whiteboard etc)?

A20   Yes
          a. The Trust's EPR system has a document and report to identify overnight tasks
          b. Not applicable, as per A20a

Q21   Which roles are responsible for managing the workload at night?

A21   Senior manager on call, hospital co-ordinator, on call teams e.g. consultants, radiology, pharmacy and therapies

Q22   Which authentication protocol(s) do you use (ie. SAML, O Auth 2, OIDC)?

A22   Single Sign On and Multi-factor Authentication

Q23   What PAS/EPR system do you use?

A23   Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

          This information is available on our website, it can be found in our 2021 Disclosure Log, please see FOI Request Ref: 352 and 362
          http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/

          Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

Q24   Do you have APIs to integrate with the PAS/EPR?

A24   No

Q25   Do you use Business Intelligence software? If so, what?

A25   SQLServer Reporting Services; Power BI

Q26   Do you raise alerts/send emails triggered by data? If yes, please provide any examples you can.

A26   Low fridge temperature management, Building management.

Q27   Do you have other mechanisms to raise an alert/alarm other than a bleep? If yes, please specify examples

A27   Information not held – no other mechanisms in use