

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

Ref: FOI-000196

Date: 19/9/23

Address / Email:

Dear

### Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Question 1a: Which internal (staff) messaging system does your organisation use?	Main provider	Product version	% Accounted for overall by this method	Contract end date
WhatsApp				
Signal				
SMS				
Teams	Microsoft	Information with held	all 5,400 staff are issued	April 2026
Other (e.g. pagers; please specify)	Nervecentre	Information with held	Circa 30 staff per day	Feb-24
Question 1b: Which external (for Patients/Outpatients) messaging system does your organisation use?	Main provider	Product version	% Accounted for overall by this method	Contract end date
WhatsApp				
Signal				
SMS	Healthcare Communications		circa 90%	September 2025
Teams				
Other (please specify)				
Question 2a: Do you currently have a remote monitoring solution?	No	Device Types (Please List)	Number of devices	Main suppliers (please list)
DEFINITION: Technology to monitor certain aspects of a patient's health outside of a traditional care setting. E.g. Monitors for blood levels, cardiology, insulin, blood pressure, heart rate etc	N/A			
Question 2b: If your organisation does not currently have remote monitoring solutions, are you planning to implement any within the next two years?	Yes	Preferred Supplier	Expected types	Additional notes
Where you plan to implement new remote monitoring solutions, please provide details as requested	In progress			In progress
Question 3: For each of the network supply systems listed below, please provide the requested details	Main supplier	Total annual spend 2022/23 (£)	Contract renewal date	Additional notes
Mobile telecoms	E E	£156,805.32	The contract was renewed in June 2023	Apologies for not having the next new renewal date.
Data network (broadband)	Virgin Media	this is part of a wider contract that cannot be separated out	June 2024	
DEFINITION: Broadband is the actual internet connection afforded by your internet service provider (ISP), which you can access directly via a LAN or ethernet connection between your modem and device				
WiFi (hardware)	Cisco	£19,483	July 2025	Refresh of network and wifi recently completed
DEFINITION: Wifi is a wireless connection between multiple devices and your router, and just one of the ways you can access the internet				
CoIN (if applicable) - Community of Interest Network				
WAN (Wide Area Network)	Please see previous response 017615 <a href="http://www.dgft.nhs.uk/about-us/freedom-of-information/disclosure-log/">http://www.dgft.nhs.uk/about-us/freedom-of-information/disclosure-log/</a>	0		Refresh of network and wifi recently completed
DEFINITION: WANs connect users and applications in geographically dispersed locations				
LAN (Local Area Network)		0		Refresh of network and wifi recently completed
DEFINITION: LANs connect users and applications in close geographical proximity (same building)	017615			
Other (please specify)				

Question 4: Regarding your trust's mobile device management (MDM) policy, please provide details for each element below	Main Product	Main Supplier	Total annual spend 2022/23 (£)	Contract end date	Additional notes
Smartphones					
Laptops	Please see response on disclosure log 00094				
PCs	00094				
Tablets	00094				
Other (please specify):	Mobiwire Oneida	EE	£1,257.00		during 2022/23 the trust did not have any contract to supply smart phones or any other devices (only basic talk & text devices
Question 5a: Does your trust have any virtualised desktops?	Main product	Main Supplier	Total annual spend 2022/23 (£)	Number of virtual desktops	
DEFINITION: A virtual desktop is a preconfigured image of operating systems and applications in which the desktop environment is separated from the physical device used to access it. Users can access their virtual desktops remotely over a network.	No				
Question 5b: If your organisation does not have virtualised desktops, are you planning to implement any within the next two years?	No	Preferred supplier	Expected number	Additional notes	
Where you plan to implement new virtualised desktops, please provide details as requested	N/A				
Please note, where information has been withheld see comments below.					
It is imperative that the Trust is cyber resilient, cyber-attacks against infrastructure have the potential to inflict significant, real-life disruption and prevent access to critical services that are vital to the functioning of Trust systems. The Trust considers this information to be sensitive information and are therefore holding this information under section 31 (1) of the Freedom of Information Act. Information - is exempt if its disclosure under this Act would, or would be likely to, prejudice - (a)					

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell’s Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dqft.dpo@nhs.net](mailto:dqft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team  
The Dudley Group NHS Foundation Trust

