

Freedom of Information Request

Reference Number: EPUT.FOI.21.2031
Date Received: 3 June 2021

Information Requested:

On 23 February 2019, the Secretary of State for Health and Social Care announced that NHS trusts should have infrastructure in place to replace pagers (bleeps) by 30 September 2021, with complete phase out of pagers (bleeps) by 31 December 2021.

<https://www.gov.uk/government/news/health-and-social-care-secretary-bans-pagers-from-the-nhs>

Under the FOI Act, please provide the following information, with "pagers" used as a synonym for "bleeps":

1. As at 31 May 2021, how many pagers were in use in your Trust?

24 pagers

2. For the financial year ending 31 March 2021, what is the total annualised cost of pagers (broken down by equipment rental, licences, low value equipment replacement, maintenance of infrastructure, depreciation on capital assets and any other costs)?

£2,513.52 Rental only

3. What stage of procurement and implementation is your Trust currently at and what are the achieved and proposed times for the various steps (e.g. business case approved, tender issued, contract awarded, implementation started, test system is live/user acceptance testing, deployed system is live)?

No procurement or review intended, very small implementation of pagers deployed as part of a wider mobile telephony contract and will switch to a smartphone telephony solution.

4. If a contract has been awarded, which pager replacement system has your Trust selected?

N/A

5. What additional features does your proposed (or implemented) pager replacement system have, compared with previous capability? (e.g. integration with electronic patient record)

Integration with the wide smartphone capability

6. How many *users* and how many *devices* will the pager replacement system have?

24

7. What is the estimated total annualised cost of the replacement system (broken down by equipment rental, licences, low value equipment replacement, maintenance of infrastructure, depreciation on capital assets and any other costs)?

Cost neutral, mobile phone assets are already deployed and in use by the user base.

8. Will the trust retain some pagers for *emergency* communications or will emergency communications be handled by the pager replacement system? If some pagers are being retained, how many?

Yes until the natural rental agreements expire.

9. If the pager replacement system fails, what will be used as a backup system? (e.g. do you have plans to use staff personal devices?)

Fast fix device replacement solution as part of a 24/7/365 support service. Spare smartphones are available for quick turnover.

10. Is the Trust on course to phase out pagers for *non-emergency* communications by 31 December 2021? If not, by when?

Yes

11. Is there a benefits realisation plan or post-implementation monitoring plan in place?

Yes but the usage of pagers is so minimal, this will be monitored by the service manages and reported to the business any challenges.

Publication Scheme:

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