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NHS
Milton Keynes
University Hospital
NHS Foundation Trust

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 07 June 2021.

I am pleased to confirm the following.

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

   250

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)?**

   £14400 including Vat

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)?**

   Business case approved March 2021 for a hybrid paging / digital communication solution. This was awarded directly as the Trust's existing paging system was at end of life.

   80 pagers have been procured to be used for emergency communication workflows only + licensing to trial 30 digital mobile devices over a period of 6 months. A formal tender process will then begin with insights from the digital pilot informing the requirements.

   The digital pilot is set to start July 2021.

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)**

   Unknown

As a teaching hospital, we conduct education and research to improve healthcare for our patients. During your visit students may be involved in your care, or you may be asked to participate in a clinical trial. Please speak to your doctor or nurse if you have any concerns.

Chief Executive: Joe Harrison
Chairman: Simon Lloyd

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

Please see Q2.

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)?

Unknown

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?

The Trust will not reprocure any additional pagers after the 80 are put into circulation. These will be used to support handover to a digital service and will be phased out once a digital solution is in place.

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?)

Pagers will sit dormant but will still be maintained as back up. The Trust can also switch over to a radio solution. The Trust has a BYOD policy in place that will allow for staff to use their own devices over 3G/4G.

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

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust