

Request under Freedom of Information Act 2000.

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. **Update – Pilot has not begun, this was delayed last year because of operational pressures.**

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

A contract for a replacement pager system has not been awarded. Rather, a replacement pager system has been procured from Ascom as the previous pager system was at end of life.

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 because we have not chosen a replacement system.

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

Please see Q1.

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 because we have not procured a replacement system

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 reprocur 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.

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 – Once the pilot is finished, the benefits realisation plan will look to understand if digital messaging is faster and more resilient compared to its Paging predecessor.

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Yours sincerely,

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

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