

Reference Number: FOIAH2324/045
From: Other
Date: 26 April 2023
Subject: Patient Entertainment provision

Q1 Does the Trust have a patient entertainment offering?
a. Yes, in all applicable wards
b. Yes, in some wards
c. No

A1 Yes, in all applicable wards

Q2 If yes in all or some wards

A2 All wards

Q3 Is the system free or is there a charge for patients, or is the service chargeable for either all or some content?

A3 Free

Q4 Does the system offer information services in addition to entertainment, for example nurse call or meal ordering?

A4 No

Q5 Does your solution use your own Wi-fi infrastructure?

A5 Yes

Q6 Does your solution use your own internet circuit, and if so, is this dedicated for the service?

a. If so, what is the bandwidth size and utilization?

A6 No

a. Information not held

Q7 Please advise if patients can bring their own devices?

a. If so, are they able to gain access to your Wi-Fi?

b. If so, what services can they access on your Wi-Fi?

c. If so, are there any restrictions?

d. If so, how do you provide a charging facility whilst meeting your local Electrical Safety Policy?

A7 a. Yes

b. Disney Channel on their own devices

c. Yes

d. We are imminently installing a mobile charging station

- Q8 Do you provide devices for patient use?
- If yes, what type?
 - If yes, what percentage of beds do these cover?
 - If yes, does your own IT team support the patient facing devices?
 - If no, do you have a managed service support partner?
- A8
- Yes, tablet play stations
 - Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.
 - Yes, for installation only
 - No
- Q9 What streaming services do you offer?
- Do you have licences for these either as individual licence per device or Trust-wide?
 - Are streaming services only available to those who have personal accounts setup already?
 - Do you help patients setup their own streaming accounts?
- A9 We do not offer streaming services
- No
 - Yes
 - No
- Q10 How many beds/wards do you have at your hospital/s?
- A10 260
- Q11 Are you able to provide a contact for Patient Entertainment?
- A11 Val Shannon, Patient Experience/Quality Lead, Valerie.Shannon@alderhey.nhs.uk
Justine Makin, Play Service Manager, Justine.Makin@alderhey.nhs.uk