

Date: 23/06/2015

**FREEDOM OF INFORMATION REQUEST Ref: FOI/012283 – WiFi**

I work in the Consumer Unit at the BBC and am currently carrying out some research into the availability of Hospital WiFi and the charges to patients and guest users. Under the Freedom of Information Act 2000 I would like to request the following information regarding Hospital patient and guest WiFi:

1. Which Hospitals/clinics/ facilities in your Trust have Guest and Patient WiFi? **Russells Hall, Guest and Corbett Outpatients.**

2. Of the hospitals with patient and visitor WiFi access, how many charge for the use / access of the WiFi? **All 3**

3. How much does each hospital charge for the Patient and Visitor WiFi? Please provide charges per hour, day, week, month and year.

**Proposed WiFi Tariff, not yet confirmed:**

- o 15 mins Free
- o Tariff 1: £3.50 for 4 hours
- o Tariff 2: £6 for 1 day
- o Tariff 3: £10 for 1 week
- o Tariff 4: £15 for 1 month

4. To which company have you awarded the contract to provide guest / Visitor WiFi services? **Trial from WiFiSpark**

5. Who decides the charges: the trust, hospital or WiFi provider? **Both parties**

6. When was the wifi installed and how much were those installation costs? **Trial install in April £0 charge**

7. Who funded the installation? The WiFi provider, the trust or split between the two? If split, in what proportions?  
**The provider**

8. What is the annual running cost to provide visitor and patient WiFi per hospital? **£0 to the Trust**

9. How much annual income (or losses) to each hospital are generated from WiFi charges? **Not yet in use so no data available**

10. How is income from patient/visitor WiFi service divided between the WiFi provider and the trust/hospital? E.g.; income above a certain figure goes to the trust / a percentage goes to the trust / no income is received nor are any costs borne by the trust? **90% to provider, 10% to Trust**

11. How was the contract to provide patient/visitor WiFi awarded? **Trial from supplier with wide coverage in many NHS Trusts with good reputation**

12. How did you arrive at the decision to charge or not charge patients / guests a fee for the use of the WiFi? **The Trust does not have funds available to provide the service free to patients as it would have to cover significant annual costs.**

13. How were the fees arrived at? **In line with other Trusts as described by the supplier.**

14. How was the contract to provide patient/visitor WiFi awarded? Was there a competitive a tendering process?  
**The Trust intends to run a competitive tendering process in 2016 after the trial solution**