

Date: 1 July 2021

**Re: Freedom of Information Request**  
**Ref: 158-2021**

Thank you for your email dated the 3<sup>rd</sup> June 2021, requesting information in relation to the infrastructure in place to replace pagers (bleeps).

The information that you require is as follows:

**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?**  
**70**
- 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)?**  
**The Trust only has a 5 year "total cost of ownership figure" = £83,976.23 + 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)?**  
**The Trust is not currently in a procurement phase. The Trust's current system is Stanley Security Systems**

4. If a contract has been awarded, which pager replacement system has your Trust selected?  
**See answer to question 3, however the Trust's current system is Stanley Security Systems**
5. What additional features does your proposed (or implemented) pager replacement system have, compared with previous capability? (e.g. integration with electronic patient record)  
**Current Stanley system offers blue sky app for mobile phones and tablets**
6. How many \*users\* and how many \*devices\* will the pager replacement system have?  
**The Trust only records the number of devices and not users. Devices = 70**
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)?  
**Not yet known, see answer to question 3**
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?  
**Pagers would be retained for emergency communications, mobile phones for non-emergency**
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?)  
**Mobile devices, landlines, etc**
10. Is the Trust on course to phase out pagers for \*non-emergency\* communications by 31 December 2021? If not, by when?  
**Yes, the Trust on course to phase out pagers for \*non-emergency\* communications by 31 December 2021**
11. Is there a benefits realisation plan or post-implementation monitoring plan in place?  
**Post implementation plan in place for system currently in place**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

<https://www.surveymonkey.co.uk/r/H39RFMM>