

Ref no: 019140518  
From: Commercial  
Date: 14/05/18  
Subject: Patient Engagement Research

## REQUEST

I am currently researching the use of Patient Entertainment and Patient Information Access in hospitals, how it is funded, its affordability for patients and its use in enhancing the patient experience.

I would very grateful if you could supply the information requested below. For the purpose of my study, I am defining Patient Entertainment Systems as any bedside entertainment system that is for individual use and as a minimum allows access to television programmes.

If there are any questions you cannot answer, please state this and progress through the rest of the survey Your assistance is very much appreciated.

Question One: Does the Trust have a Patient Entertainment offering? Yes, in all applicable wards; Yes in some wards or No

If Yes in all or some wards:

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

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

Can you advise if you are under contract with a provider, and if so, who it is with and when that contract expires?

If No

Does the Trust have plans to implement a Patient Entertainment System and if so do you have an approximate date?

Are you considering additional services such as nurse call or meal ordering or solely entertainment?

Question Two

Are you able to provide a contact for Patient Entertainment for additional dialogue on the subject?

## RESPONSE

1. The Trust has a Patient Entertainment offering to all wards at Whiston Hospital,, St Helens Hospital and Newton Community Hospital
  - All wards have access to standard television channels free of charge.
  - All wards at Whiston Hospital have access to an extended Patient Entertainment offering which is a chargeable service.
  - At Whiston Hospital the system does not provide the nurse call or meal ordering service, however the Trust uses the system to capture Patient Survey Data.
  - The Trust is currently under contract with Hospedia until June 2021.
  - The Trust is currently considering implementing a Dementia Orientation Board via the Hospedia Patient Entertainment System at Whiston Hospital
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