

Ref. No: 119030621
From: Commercial
Date: 03/06/21
Subject: Replacement of pagers (bleeps) in the NHS

REQUEST & RESPONSE

I am undertaking a study on technology adoption within the NHS.

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?

706 a mixture of long-range pagers via PageOne and shortrange via Multitone

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)?

£3,597.71 – PageOne annual charge, includes support.

£34,371.12 – Multitone annual charge, includes support.

individual bleeps or pagers are non-depreciating assets, all costs are recognised in the accounting period that they are purchased. There are no rental cost for the devices. Infrastructure maintenance covered in house.

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)?

Currently in an evaluation / business case stage.

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

N/A

5. What additional features does your proposed (or implemented) pager replacement system have, compared with previous capability? (e.g. integration with electronic patient record)

N/A – currently at evaluation stage

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

N/A – currently at evaluation stage

Replacement multitone system

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)?

N/A – currently at evaluation stage

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?

N/A – will depend on selected solution

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?)

N/A – will depend on selected 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?

N/A – currently at evaluation stage