

Informatics Directorate
Freedom of Information Officer
Old Nurses Home
Mailpoint 79
Southampton General Hospital
Tremona Road
Southampton
SO16 6YD

Tel: 023 8120 5079

To: Michael Bellamy (via email only)
[request-471631-ca846b3b@whatdotheyknow.com]

Ref: Freedom of Information Request
Our Ref: FOI 5142
Date: 16th March 2018

Dear Michael,

I am writing in response to your email dated 16th March 2018 requesting information under the Freedom of Information Act 2000 (FOIA) regarding bedside entertainment services.

- Q1 *Does the Trust have a Patient Entertainment offering? Yes, in all applicable wards; Yes in some wards or No*
- A1 **No, not provided by the Trust. As a service to patients however, a 3rd party – Hospedia, do provide this service without any involvement of the Trust.****
- Q2 *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?*
- A2 **There is a charge for the bedside entertainment service that Hospedia provides.****
- Q3 *Does the system offer information services in addition to entertainment, for example nurse call or meal ordering?*
- A3 **No. There is no interaction between the services the 3rd party company offers and the services of the Trust.****
- Q4 *Can you advise if you are under contract with a provider, and if so, who it is with and when that contract expires?*
- A4 **Hospedia. Rolling agreements.****
- Q5 *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*

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entertainment?

A5 **N/A**

Q6 *Are you able to provide a contact for Patient Entertainment for additional dialogue on the subject?*

A6 **We do not have a specific department for ‘patient entertainment’ as that is not a service we provide ourselves.
Contacting our switchboard – details in the link below – our patient experience team may be able to assist you.**

This letter confirms the completion of this request. A log of this request will be held on a database held by the Trust.

With regards,

Freedom of Information Officer

University Hospital Southampton NHS Foundation Trust

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