

## **PE1524/B**

NHS Lanarkshire Letter of 30 September 2014

NHS Lanarkshire has a WIFI network in three main acute hospitals; Hairmyres Hospital, Monklands Hospital and Wishaw General Hospital predominantly to support mobile clinical working and patient WIFI. The Patient WIFI network has been made available free of charge on request to patients in certain areas for example where patients with long term conditions are treated.

Patients are required to log onto this service using a username and a password provided by NHS Lanarkshire as well as accepting a set of terms and conditions outlining, amongst other things, expectations on behaviour while using the service, legal compliance and limitations on liability.

The service provided to Patients' and NHS Lanarkshire staff is split for security reasons which prevent the non-corporate user from being able to hack into the corporate network.

The patient Wi-Fi is filtered similar to the corporate internet filtering, and it applies to all devices used on it e.g. laptops, tablet, and mobile. It blocks gambling, intensive streaming media and sites deemed to be inappropriate.

The underpinning internet access for the WIFI service is limited and the performance for any individual user is directly related to how many users are accessing a service at a given point and time. For example 50 people watching BBC iPlayer would be sufficient to saturate the currently available bandwidth.

Points of note:-

- To extend the availability to all areas and health locations would require substantial additional investment. The issues of costs and competing priorities with NHS Lanarkshire would need to be considered.
- It should also be noted that many users of smart phones and tablets etc. already have internet capability available through their own mobile telecoms provider.
- If Wi-Fi is proposed, then, documented standards on provision of WIFI would facilitate the standardisation of WIFI delivery across the public sector.
- Internet Service Providers, Mobile Telecoms providers and/or similar third parties should be encouraged to provide such services.

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