

Ref: FOI2015/2760  
Date Received: 24<sup>th</sup> July 2015  
Response Due: 21<sup>st</sup> August 2015

26<sup>th</sup> August 2015

Dear,

## INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

- *What supplier(s) do you use for your Nurse Call System?*  
The predominant manufacturer / supplier across the Trust for Nurse Call Systems is Static Systems.
- *Is the Nurse Call System Hard Wired, Wireless IP, Wireless RF?*  
Our systems are predominantly hard wired. However we do have Wireless RF (ARM System) installed on some wards.
- *How many hospital sites does your trust have?*  
WWL has 3 hospital sites.
- *How many wards does each hospital have?*  
The Trust has a total of 52 wards
- *How many beds does each ward have?*  
The Trust has a total of 678 beds
- *Do you have a maintenance contract with your Nurse Call System supplier(s)?*  
Yes
- *Who is responsible for making the purchasing decision of the Nurse Call Systems within your trust?*  
This would be a Capital Project team decision based on specifications in conjunction with end-users.
- *Does your nurse call system log data automatically i.e. the number of calls made?*  
Some of the "newer" systems do – the older systems do not
- *Does your nurse call system log the type of call that is made i.e. Assistance, Emergency?*  
Some of the "newer" systems do – the older systems do not
- *Does the trust have a KPI on nurse call response times and is this data logged anywhere?*  
The Trust does not have a nurse call response KPI

Chairman: Robert Armstrong

Chief Executive: Andrew Foster CBE

- *What PAS supplier do you use?*  
CSC Clinicom PAS

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 256335. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



**Rob Forster**  
**Acting Chief Executive**

**PLEASE NOTE:**

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other reuse, for example commercial publication, would require the permission of the copyright holder. You must ensure you gain their permission before reproducing any third party information.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF