# The Tavistock and Portman NHS
## NHS Foundation Trust

# Freedom of Information Act 2000 disclosure log entry

## Reference
21-22248

## Date sent
13/04/22

## Subject
IT Devices & Systems

## Details of enquiry

1. How many staff do you employ?
2. Do you have a critical care function?
3. Are you actively involved in/contributing to ICS level initiatives?
4. How many desktop devices do you have in the Trust?
5. What makes & models are most used?
6. What is your main web browser?
7. How many trust mobile devices do you have? (phones/tablets)
8. What are the main makes and models?
9. As a whole, does the Trust favour Apple or Android devices?
10. Are employees encouraged to use their personal devices for work?
11. Do you use an MDM solution to manage devices?
12. Who is your Internet provider?
13. Do you have any known Wifi dead zones?
14. Who is your cellular provider?
15. Do you have known cellular coverage dead zones?
16. Do you use pagers/bleeps?
17. Who is your current pager/bleep service provider?
18. Do you rely on commercial apps such as whatsapp to communicate internally?
19. Which commercial/external apps do you use?
20. Do you use any of the following supplier's services: Careflow Connect, Hospify, Vocera, Ascom, Multitone, Netcall?
21. Do you use any software to manage tasks at night? If yes, what software do you use?
22. If not, how do you manage your tasks at night (word of mouth, whiteboard etc)?
23. Which roles are responsible for managing the workload at night?
24. Which authentication protocol(s) do you use (ie. SAML, O Auth 2, OIDC)?
25. What PAS/EPR system do you use?
26. Do you have APIs to integrate with the PAS/EPR?
27. Do you use Business Intelligence software? If so, what?

28. Do you raise alerts/send emails triggered by data? If yes, please provide any examples you can.
29. Do you have other mechanisms to raise an alert/alarm other than a bleep? If yes, please specify examples

## Response sent

1. How many staff do you employ?
   This information is publicly available at https://digital.nhs.uk/data-and-information/publications/statistical/nhs-workforce-statistics/january-2021

2. Do you have a critical care function?
   No

3. Are you actively involved in/contributing to ICS level initiatives?
   Yes

4. How many desktop devices do you have in the Trust?
   Information withheld under s.31(1)(a)

5. What makes & models are most used?
   Information withheld under s.31(1)(a)

6. What is your main web browser?
   Chrome

7. How many trust mobile devices do you have? (phones/tablets)
   Information withheld under s.31(1)(a)

8. What are the main makes and models?
   Information withheld under s.31(1)(a)

9. As a whole, does the Trust favour Apple or Android devices?
   Information not held that answers this question

10. Are employees encouraged to use their personal devices for work?
    Information not held that answers this question

11. Do you use an MDM solution to manage devices?
    Information not held that answers this question

12. Who is your Internet provider?
    Information withheld under s.31(1)(a)

13. Do you have any known Wifi dead zones?
    Information withheld under s.31(1)(a)

14. Who is your cellular provider?
    Information withheld under s.31(1)(a)

15. Do you have known cellular coverage dead zones?

Information not held that answers this question

16. Do you use pagers/bleeps?
Information not held that answers this question

17. Who is your current pager/bleep service provider?
Information not held that answers this question

18. Do you rely on commercial apps such as whatsapp to communicate internally?
Information not held that answers this question

19. Which commercial/external apps do you use?
Information not held that answers this question

20. Do you use any of the following supplier's services: Careflow Connect, Hospify, Vocera, Ascom, Multitone, Netcall?
No

21. Do you use any software to manage tasks at night? If yes, what software do you use?
N/A

22. If not, how do you manage your tasks at night (word of mouth, whiteboard etc)?
N/A

23. Which roles are responsible for managing the workload at night?
N/A

24. Which authentication protocol(s) do you use (ie. SAML, O Auth 2, OIDC)?
Information not held that answers this question

25. What PAS/EPR system do you use?
Carenotes

26. Do you have APIs to integrate with the PAS/EPR?
Yes

27. Do you use Business Intelligence software? If so, what?
Information withheld under s.31(1)(a)

28. Do you raise alerts/send emails triggered by data? If yes, please provide any examples you can.
Information not held that answers this question

29. Do you have other mechanisms to raise an alert/alarm other than a bleep? If yes, please specify examples
Information not held that answers this question

Your request for information dated 21 January 2022 has been handled under the Freedom of Information Act (FOIA).  The FOIA concerns official recorded information held at the time of the request.  It does not require an authority to create new information to answer questions.  The Tavistock & Portman NHS Foundation Trust is a specialist mental health trust providing mainly outpatient psychological therapies.  We do not provide any inpatient care.

We have withheld some information under s.31(1)(a) Law Enforcement: the prevention or detection of crime.   S.31(1)(a) is a qualified exemption that requires the authority to carry out the public interest test.  We have carried out the public interest test and have set out below the public interest arguments which we have considered:

Arguments in favour of disclosure:
- Promoting accountability and transparency on how public funds are utilised and spent

Arguments in favour of maintaining the exemption:
- The Trust has a duty to ensure that its information systems and assets are kept secure
- Disclosure of the requested information could facilitate criminal activity, and especially when combined with other information already in the public domain or which could be gleaned from other sources, including any information that the Trust has previously provided or may be forced to disclose in the future.
- Disclosure of the requested information could, therefore, increase vulnerability to malicious attack, including the corruption, loss or non-availability of hardware/devices, data or systems, which would impact on the Trust's ability to provide essential services
- These vulnerabilities could extend to suppliers on whose services the Trust relies.

We have concluded that, on balance, the public interest in maintaining the exemption outweighs the public interest in disclosure.


We hope that you are satisfied with this response.  If you are dissatisfied you can ask us to carry out an internal review of our handling of your request.  You can request a review by emailing us at FOI@tavi-port.nhs.uk.  Your review will be carried out by a senior officer within the Trust.  If you remain dissatisfied following completion of our internal review, you have a right to complain to the Information Commissioner's Office (ICO) at https://ico.org.uk/make-a-complaint/official-information-concerns-report/official-information-concern/ or visit https://ico.org.uk/global/privacy-notice/how-you-can-contact-us/