



GIG
CYMRU
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WALES

Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust



Gwasanaeth Gwaed Cymru
Welsh Blood Service

Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre
Velindre University NHS Trust Headquarters
2 Cwrt Charnwood
Heol Billingsley
Parc Nantgarw
Caerdydd/Cardiff
CF15 7QZ



Canolfan Ganser Felindre
Velindre Cancer Centre

Ffôn/Phone : (029) 20196161

<https://velindre.nhs.wales>

Date: 02 August 2023

Ref: CORP 2023 - 111

Dear *****

Freedom of Information request: Trust's IT Infrastructure (CORP 2023-111)

Thank you for your request for the following information which the Trust received on 10th July 2023.

Your Request:

Can you please provide an update regarding details of your Trust's IT Infrastructure, including aspects of messaging, remote monitoring, etc?

The eight questions are in the attached spreadsheet, which I would be grateful if you could fill in.

The Trust has reviewed your request which is correctly formatted and complies with Section 8 of the Freedom of Information Act.

The Information you have requested is attached.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:-

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff / Caerdydd

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.





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Tel / Ffon - 029 20196161

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:-

Information Commissioner's Office - Wales

2nd Floor,

Churchill House,

Churchill Way,

Cardiff,

CF10 2HH

Telephone: 0330 414 6421

email: wales@ico.org.uk

Yours sincerely,

Lauren Fear

Director of Corporate Governance and Chief of Staff

Velindre University NHS Trust

2 Charnwood Court

Heol Billingsley

Parc Nantgarw

Cardiff

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Question 1a: Which internal (staff) messaging system does your organisation use?	Main provider	Product version	% Accounted for overall by this method	Contract end date	Additional notes		
WhatsApp	n/a	n/a	n/a	n/a	n/a		
Signal	n/a	n/a	n/a	n/a	n/a		
SMS	n/a	n/a	n/a	n/a	n/a		
Teams	Microsoft	v1.6.00.18681 (64-bit)	95-100%	July 2025	National NHS Wales Microsoft agreement		
Other (e.g. pagers; please specify)							
Question 1b: Which external (for Patients/Outpatients) messaging system does your organisation use?	Main provider	Product version	% Accounted for overall by this method	Contract end date	Additional notes		
WhatsApp	n/a	n/a	n/a	n/a	n/a		
Signal	n/a	n/a	n/a	n/a	n/a		
SMS	n/a	n/a	n/a	n/a	n/a		
Teams	n/a	n/a	n/a	n/a	n/a		
Other (please specify)	GovNotify	n/a	100% (WBS only)	n/a	Used by WBS Donor Contact Centre for automated donor messaging (e.g. appts. reminders).		
Question 2a: Do you currently have a remote monitoring solution?	Yes/No	Device Types (Please List)	Number of devices	Main suppliers (please list)	Total annual spend 2022/23 (£)	Contract end date	Additional notes
DEFINITION: Technology to monitor certain aspects of a patient's health outside of a traditional care setting. E.g. Monitors for blood levels, cardiology, insulin, blood pressure, heart rate etc	No	n/a	n/a	n/a	n/a	n/a	n/a
Question 2b: If your organisation does not currently have remote monitoring solutions, are you planning to implement any within the next two years?	Yes/No	Preferred Supplier	Expected types	Additional notes			
Where you plan to implement new remote monitoring solutions, please provide details as requested	Yes	TBC	TBC	Scoping activity underway			
Question 3: For each of the network supply systems listed below, please provide the requested details	Main supplier	Total annual spend 2022/23 (£)	Contract renewal date	Additional notes			
Mobile telecoms	Vodafone / EE		n/a				
Data network (broadband)	Sky (the_cloud)	Approx. £8k per annum	July 2023	Public Wi-Fi @ Velindre Cancer Centre			
DEFINITION: Broadband is the actual internet connection afforded by your internet service provider (ISP), which you can access directly via a LAN or ethernet connection between your modem and device							
WiFi (hardware)	Cisco		n/a				
DEFINITION: Wifi is a wireless connection between multiple devices and your router, and just one of the ways you can access the internet							
CoIN (if applicable) - Community of Interest Network	n/a	n/a	n/a				
WAN (Wide Area Network)	PSBA	BT	2026				
DEFINITION: WANs connect users and applications in geographically dispersed locations							
LAN (Local Area Network)	Cisco	CISCO CUCM/ Cisco Core and Edge switches/ Cisco APs	2024	CISCO via 3rd party to include CDW / Stoneleigh			
DEFINITION: LANs connect users and applications in close geographical proximity (same building)							
Other (please specify)							
Question 4: Regarding your trust's mobile device management (MDM) policy, please provide details for each element below	Main Product	Main Supplier	Total annual spend 2022/23 (£)	Contract end date	Additional notes		
Smartphones	Various	Vodafone / EE	£17k	n/a	Rental costs / no hardware purchased		
Laptops	Various	Dell	£87k	n/a	Annual procurement / device refresh		
PCs	Various	Dell	£0k	n/a	Annual procurement / device refresh		
Tablets	iPad	Apple	£13k	n/a	Annual procurement / device refresh		
Other (please specify):			N/A				
Question 5a: Does your trust have any virtualised desktops?	Main product	Main Supplier	Total annual spend 2022/23 (£)	Number of virtual desktops	Contract end date	Additional notes	
DEFINITION: A virtual desktop is a preconfigured image of operating systems and applications in which the desktop environment is separated from the physical device used to access it. Users can access their virtual desktops remotely over a network.	n/a	n/a	n/a	n/a	n/a	VDI not currently deployed in VUNHST.	
Question 5b: If your organisation does not have virtualised desktops, are you planning to implement any within the next two years?	Yes/No	Preferred supplier	Expected number	Additional notes			
Where you plan to implement new virtualised desktops, please provide details as requested	Yes	TBC	TBC	Scoping exercise planned for 2023/24			