

**Freedom of Information Request****Ref: UHB 18-118**

Date 13 March 2018

By Email

Dear Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

**1. Do you currently have Managed Service agreement in place, either in:**

Cardiology	No
Radiology	No
Ultrasound	No
Patient Monitoring	Yes

Please be advised all subsequent answers relate to Patient Monitoring only.

**2. If any such agreements are in place, who is your existing provider**

Philips and Drager

**3. What is the scope of the agreement by department and by services offered?**

Philips; Central Station pc support for various wards.  
 Drager; Central Station pc support for various wards.  
 Gas Monitors and also Monitoring telemetry on various wards

**4. When was the contract start date? When is the contract end date?**

Both contracts start on April 1<sup>st</sup> and end March 31<sup>st</sup>.

**5. Have there been any measurable financial or operational benefits from the agreement and what are they?**

For both contracts the support for the Central Station pcs is hardware / network support and software updates. The support for the Gas Monitoring and Telemetry is for breakdown and planned maintenance cover. Operational benefits include: central monitoring – engineer will respond within 1 working day; gas monitoring and telemetry – level of cover means that the trust is not left without telemetry or gas monitoring for more than 1 day.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary  
University Hospitals Bristol NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

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