

Ref. No: 2536
Date: 27th April 2026
Subject: Bedside Entertainment Systems

REQUEST and RESPONSE

1. Bed Capacity

a) What is the total number of inpatient beds across the Trust?

1467

2. Bedside Entertainment Provision

a) How many inpatient beds are equipped with bedside entertainment systems?

1467

b) If possible, please indicate the approximate proportion of total beds this represents.

100%

3. Provider Information

a) Who is the current provider (or providers) of bedside entertainment services?

b) If services vary by site or ward, please provide details where available.

WiFi Sparks (previous Hospedia) across Whiston, St Helens, Southport & Ormskirk Hospital Sites

4. Contract Details

a) What is the start date of the current contract(s)?

b) What is the end or renewal date of the contract(s)?

c) If applicable, what is the total contract value or annual cost?

A rolling contract on implied terms across Southport, Ormskirk, Whiston and St Helens Hospital sites

5. Patient Access via Personal Devices (BYOD)

- a) Does the Trust provide access to entertainment or digital services via patients' personal devices?**
- b) If yes, please briefly describe the services available.**

no

6. Services Offered

- a) What services are provided through bedside systems (e.g. television, radio, internet access, patient education, communication tools)?**
- b) Please indicate which of these are currently active.**

Terrestrial TV, Radio, telephone, access to sky channels however this is an additional cost for the service user, across all the above-mentioned hospital sites.

7. Usage and Engagement

- a) Does the Trust collect usage or engagement data for these systems?**
- b) If yes, please provide any available summary metrics (e.g. number of users, sessions, or usage rates).**

No data held

8. Patient Feedback

- a) Does the Trust collect patient satisfaction or feedback relating to bedside entertainment systems?**

Information captured via Patient Led Inspections (PLACE) across all the sites on an annual basis.

- b) If yes, please provide any available summaries or key findings.**

Key findings are the timing of the free TV service and costs after noon.

9. Support Model

- a) Is the bedside entertainment system supported internally or by an external provider?**

Externally Wi-Fi Sparks across all sites as mentioned above

- b) If externally supported, please confirm the provider responsible.**

Wi-Fi Sparks

