

26 March 2021

**Our Ref:** RFI 38059

Dear

**Freedom of Information Act 2000  
Information in relation to**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 3 March 2021.

A response to each of the questions raised has been provided by the Planning, Performance & Informatics Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Rebecca Manning**  
**Information Governance Assistant**

**Q1. Do you have any video conferencing hardware? If so what manufacturer and model?**

A1. Yes, the manufacturer of the hardware is CISCO and the model is Lifesize (various models).

**Q2. Is there a support contract in place for this equipment?**

A2. No, the Trust does not have a support contract in place for the equipment.

If the equipment becomes faulty the Trust takes the costs for any fixtures, known as breakfix.

**Q3. How many systems / meeting room systems do you have? Across how many sites?**

A3. Please see Table 1.

Table 1

Hospital Sites	Number of Video Conferencing Systems
Ulster Hospital Site	51
Ards Hospital and Ards Area	10
Bangor Hospital and Bangor Area	5
Lagan Valley Hospital and Lisburn Area	17
Downshire Site and Downe Area Hospital	13
Ballynahinch Area	2
Newcastle Area	1

**Q4. What video conferencing platforms do you use with this video conferencing hardware?**

A4. The Trust currently uses The Meeting Platform and Zoom.

The Trust also has the ability to connect to Pexip and Webex when supplied with connection details.

**Q5. What solutions are being used for Video Consultations at present? When is the next review of this contract?**

A5. The Trust does not have a video consultation platform in production at present.

**Q6. Do you use a video conferencing platform for interoperability (i.e.. Teams to Zoom, Zoom to Webex etc)?**

A6. No, the Trust does not use a video conferencing platform for interoperability.

**Q7. Does the organisation use Microsoft Teams for video conferencing? Has it's usage overtaken any previous video conferencing tool in place before Microsoft Teams' implementation?**

A7. The Trust is able to use Microsoft Teams to connect to meetings that are set up by third parties outside of the Trust.  
However, at present the Trust does not have the ability to use Microsoft Teams for video conferencing taking place within the Trust.

**Q8. Who is in charge of the Video Conferencing Estate / Equipment? What is their email address?**

A8. The contact in charge of the Video Conferencing Estate/Equipment is Darren Henderson.

Email address: Darren.henderson@setrust.hscni.net