

Freedom of Information Request

Ref: UHB 17-413

Date 4 August 2017



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

**This FOIA request relates to mobile phone tracking technology within properties of University Hospitals Bristol. I kindly ask you to disclose the following information under the Freedom of Information Act 2000:**

- 1. Are there, or have there ever been, IMSI-catchers (also known as Stingrays) located on any of the properties managed by University Hospitals Bristol?**

University Hospitals Bristol NHS Foundation Trust does not employ IMSI-Catchers on their premises.

- 2. Are there, or have there ever been, any kind of mobile phone monitoring technologies located on any of the properties managed by University Hospitals Bristol? If so, which type of technology?**

UH Bristol are working with Telefonica, and ABM University Health Board (<http://www.wales.nhs.uk/sitesplus/863/home>) on a study which uses operator provided anonymised statistics based on phone presence. This combines data from both outside base stations and also some small cells (Femto Cells) inside UH Bristol.

- 3. If the answer is yes to one or both of the above questions, please supply this respective information regarding the mobile phone tracking technology: supplier name, name of device, date installed, cost of contract/s, purpose of this technology within University Hospitals Bristol, and location of devices within University Hospitals Bristol.**

The project known as Dynamic Insights for Health has been setup to look at using already available phone usage statistics taken from Telefonica's core network and analysed to allow the hospital to look at usage trends and be able to plan their staffing levels to suit particular events. There are a 4 devices installed in the hospital which act as regular mobile phone base stations to record Telefonica customers entering the emergency departments at UH Bristol (in exactly the same manner as regular operator base stations). This data is not directly available to UH Bristol and is anonymised by having minimum sample sizes of 10 users. No user identity information is available.

however age group and sex can be used. Although only O2 data is used it is extrapolated to represent a complete user set.

This project is fully funded by a grant from Innovate. Swansea Sail Data Base are also taking part. Equipment used at the Trust is provided by Telefonica. Our units are only monitoring cellular devices and not Wi-Fi or BT. Products. UH Bristol Units were installed June 2016 and the project is due to be complete at the end of 2017

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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