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Website: www.sthk.nhs.uk

Dear Colleagues

**Re: Personal mobile data and broadband enhancements for NHS staff**

Mobile and broadband service providers have agreed to work with the NHS to provide enhancements to identified NHS frontline staff who are existing customers. These enhancements include the mobile data access, voice calls and text they need on their personal mobiles for work purposes. This will enable staff to work remotely without concern over extra charges and limitations. Service providers also want to make sure NHS clinicians who work from home have prioritised broadband or other improvements they might need, where possible.

This will help them to:

* Carry out consultations by video conferencing
* Review radiology images
* Download and upload large medical files
* Help clinicians with slow or standard broadband speeds may to upgrade to faster speeds. In some cases, it may not be possible to increase speeds. For example, when a customer is already receiving the best broadband package.

**Eligibility**

As not all frontline or clinical roles require an increase in allowance and performance, Line Managers will be required to approve all applications at 1st Line Approval before the Deputy Director of HR provides 2nd Line Approval. To meet the approval requirements there are a number of ‘Required’ and ‘Desired’ eligibility criterions as follows:

**‘Required’ Eligibility Criteria**

* I am a clinician working from home
* I am a clinician working remotely
* I am a clinician using my own device
* I have not already been upgraded by my existing provider

**‘Desired’ Eligibility Criteria**

* I carry out consultations by video conferencing
* I am required to review radiology images
* I am required to download/upload large medical file
* I am a clinician with slow or standard broadband speeds
* I am hitting caps on my data or call allowance

All the information that Clinicians will need to understand if they are eligible, is on the link below:

<https://www.nhsbsa.nhs.uk/personal-mobile-data-and-broadband-enhancements-nhs-staff>

A list of broadband and mobile providers is available on the following link. If a provider is not listed, it means they are currently not participating in this offer.

<https://www.nhsbsa.nhs.uk/sites/default/files/2020-05/matrix%20mobile%20v3.pdf>

If you feel you meet the criteria and would benefit from enhanced connectivity, please apply via the Trusts IT Self Service Portal by following the process below:

**Process for Employees**

In order to submit an application for Broadband and Mobile Data Enhancements you should follow the following steps:

|  |  |  |
| --- | --- | --- |
| 1. | Select the ‘IT Self Service Portal’ icon from your Desktop:  <https://hishdweb.shk.nhs.uk/Sostenuto/web/SContacts/> |  |
| 2. | Select the COVID-19 Personal Mobile and Broadband Tab. |  |
| 3. | Click the following Icon. |  |
| 4. | Change the ‘I understand the Approval Process’ as appropriate *(See ‘Eligibility’ paragraph above).* |  |
| 5. | Change the ‘Requires Manager Approval’ as appropriate *(not required if manager is submitting on behalf of staff member).* |  |
| 6. | Complete all details and click ‘Submit’. |  |

Once you have submitted your application your Line Manager will receive notification as the 1st Line Approver and the application will then pass to the Deputy Director of HR for 2nd Line Approver. If your application is approved, it will be submitted to the approved, you will be NHS Business Services Authority for action with your provider.

If you have a new Line Manager you may wish to check that the system directory is up to date so that you application passes to the correct manager for approval. See the process below for Amending the Directory Update within the IT Self Service Portal.

**Amending Directory Update**

If there is uncertainty about whether the correct Line Manager is setup against an employee’s role the employee should follow this process within the IT Self Service Portal:

|  |  |  |
| --- | --- | --- |
| 1. | Select the ‘IT Self Service Portal icon from you Desktop:  <https://hishdweb.shk.nhs.uk/Sostenuto/web/SContacts/> |  |
| 2. | Select the ‘Directory Update’ Tab |  |
| 3. | Click the following link: | <http://shkadmanager/DirectoryUpdate/> |
| 4. | Check that the Department Manager is correct |  |
|  | | |
| 5. | Click Update |  |
| 6. | Await confirmation |  |

Each morning, the Coordinator ([Carl.Walsh@sthk.nhs.uk](mailto:Carl.Walsh@sthk.nhs.uk)) will submit the list of all applicants from the previous day to the NHS Business Services Authority for their further action.

If you have any questions contact the Coordinator, Carl Walsh, HR Governance and Quality Lead, by email, [Carl.Walsh@sthlk.nhs.uk](mailto:Carl.Walsh@sthlk.nhs.uk) or by telephone on 0151 290 4378 or 07468 700994.

Alternatively, please contact Claire Scrafton, Deputy Director of HR, by email, [Claire.Scrafton@sthk.nhs.uk](mailto:Claire.Scrafton@sthk.nhs.uk) or by telephone on 07827 991296 or 0151 290 4135.

Yours sincerely



**Anne-Marie Stretch**

**Deputy CEO & Director of HR**