

Reference:	FOI.18812.25
Subject:	Telephony and networking
Date of Request:	12 November 2025

Requested:

Telephony & Network

1. When was your last networking (LAN, Core, Edge) refresh, and when is the next refresh planned?
2. When was your last Wi-Fi refresh, and when is the next refresh planned?
3. When was your last telephony or Unified Communications refresh, and when is the next refresh planned?
4. Can you confirm contract end dates and incumbent vendors for each of the above?

Operational Efficiency

5. Do you have a real-time asset tracking solution in place? (To assist with reducing time spent searching for missing assets of value e.g. blood pressure monitors, beds, wheelchairs etc)
6. If not, is this something the Trust has an interest in?
7. What are the key parts of your Digital Transformation strategy for the next 3 years?

Response:

1. Hywel Dda University Health Board (UHB) does not hold the information exactly as requested, as a network refresh is dependent on available funds. The last minor upgrade/refresh was undertaken during the 2024/25 financial year. However, the UHB is continually updating its network switches, with parts of the systems refreshed annually.
2. The last major Wi-Fi refresh of the core controllers was March 2019. The UHB is currently evaluating replacement solutions.
3. The UHB is currently 75% of the way through an upgrade of its telephony environment, which is due to complete in 2026.
4. The UHB provides within the table below, the suppliers and contract end dates for its networking, Wi-Fi and telephony systems.

System	Supplier	Contract end date
Networking	Cisco	March 2026
Wi-Fi	HPe	March 2026
Telephony	Maintel	February 2027

5. The UHB does not have a real-time asset tracking solution in place.
6. Yes, the UHB does have an interest in a real-time asset tracking solution.

7. The UHB provides below the key parts of its Digital Transformation strategy for the next three (3) years:
- Patient Services Centre
 - Patient Flow and Electronic Observations
 - Electronic Prescribing Medicines Administration
 - Digital Maternity Cymru

A copy of its current Our Digital Response 2020 – 2025, has been provided at Attachment 1. A new strategy is currently in development.