

# Free public Wifi the easy way

East Cheshire NHS Trust relies on O<sub>2</sub> to install secure, easily-accessible and unlimited wifi for patients, visitors and employees.

## Internet for everyone, anytime

As part of the NHS Digital 'NHS Wifi' project, East Cheshire NHS Trust took the initiative to provide free, unlimited public wifi in its main hospital.

They were keen to provide public wifi that had no limits on time or data, as well as being easy to implement and use. Access also needed to be secure to protect against hackers, viruses, malware and include screening for inappropriate content to protect users, especially children.

## Making internet access easy

Once someone's completed the simple registration they won't have to log in again. They'll save time and effort because their device will automatically connect the next time they're in range. This also happens if they've previously registered at one of the other 15,000 O<sub>2</sub> Wifi hotspots around the UK.

## Wifi without limits

Anyone at Macclesfield District General Hospital now has quick, easy and reliable access to the internet via O<sub>2</sub> Wifi. Unlike other solutions, there are no restrictions on the amount of time anyone can use it for, and no limit to the amount of data they can use. Patients and their visitors have responded favourably, using it to keep in touch with family and browse the internet.

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A key decision by the Trust was for the chosen provider's solution to provide free and unlimited wifi for all our patients, visitors and staff to access and this was at the heart of the O<sub>2</sub> service.

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**Torin Glazer, Informatics Programme Manager,  
East Cheshire NHS Trust**

**O<sub>2</sub> business**



## Serving the needs of patients and visitors

"We had a requirement to provide free public wifi throughout the hospitals," says Torin Glazer, Informatics Programme Manager, East Cheshire NHS Trust. "But we also had repeated suggestions in our patient surveys asking for better wifi."

The Trust had some very clear objectives. The system needed to be easy to use and easy to register, regardless of technical ability, but also automatically log a user into the service the next time they were in range to save them time.

"The ease of use aspect was very important to us," added Torin Glazer. "For older people especially, it's so easy for them to connect. And because it's available to everyone, our staff often use it too when they're on their breaks."

"O<sub>2</sub> were flexible to work with and brought our installation forward by a month. They bent over backwards to make it happen."

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We helped East Cheshire NHS Trust meet its public wifi compliance objectives and protect the public by deploying free O<sub>2</sub> Wifi with consistent content filtering. It's one of the most secure and easy-to-use public wifi solutions available.

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**Colin Maher, Account Manager, O<sub>2</sub>**

O<sub>2</sub>

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O<sub>2</sub> takes care of everything, including access, security and functionality, so we don't have to manage the solution, and everyone gets free wifi whenever they need it.

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Torin Glazer, Informatics Programme Manager,  
East Cheshire NHS Trust



## Built-in security and compliance

The Trust can be confident that all content downloaded and viewed is suitable because O<sub>2</sub> Wifi automatically screens and blocks inappropriate content. The core platform also subjects the data traffic to anti-virus inspection and management. This helps to protect the public and meet compliance directives. East Cheshire NHS Trust also requests anyone using personal electrical devices within its hospitals to comply with its electrical policy.

As an added benefit, the splash page that users see when they first log on is customised to East Cheshire's requirements, promoting news, education and current initiatives such as flu jabs and service updates.

All users can get online for entertainment or to communicate with loved ones, whenever they want. And if any extra help is required, users can contact O<sub>2</sub> Wifi using a free 0800 number.

## Benefits of O<sub>2</sub> Wifi:

- **Free, unlimited wifi** – patients and visitors can access entertainment and information as much and whenever they wish
- **Easy to register** – simple registration and text message authentication
- **Automatic sign-in** – once someone's registered and logged on, their device will automatically connect the next time they're in range of an O<sub>2</sub> Wifi hotspot
- **Tried and tested** – 19m people use O<sub>2</sub> Wifi, at over 15,000 hotspots across the UK
- **Unlimited downloads** – 2,000 unique users use more than 1TB data every week at Macclesfield General Hospital
- **Meets compliance directives** – complies with NHS Digital and other safety and security directives
- **Dynamic splash page** – designed to welcome and provide access to the latest information, services and news
- **Additional capacity built in** – allowing for future growth of service requirements

O<sub>2</sub>

## Welcome to Macclesfield District General Hospital

No Smoking Hospital

## About East Cheshire NHS Trust

**High-quality, integrated services delivered by  
highly-motivated staff.**

East Cheshire NHS Trust runs Congleton War Memorial Hospital, Knutsford and District Community Hospital and Macclesfield District General Hospital. Since the Trust was established in 2002 it has sought to bring acute hospital services and community services more closely together to ensure that patients receive the best care in the right place.

"The Trust benefited from expert procurement guidance from O<sub>2</sub>'s Framework Management Team, who suggested the Government's G-Cloud Framework as the most appropriate procurement route. This gave a quick and easy path to Direct Award purchase, and a fully compliant framework procurement process," Neil Cruden, Framework Compliance Manager at O<sub>2</sub>.

Read more customer stories at:  
[www.o2.co.uk/enterprise/insights](http://www.o2.co.uk/enterprise/insights)

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The wifi service from O<sub>2</sub> is very good indeed and offers great value for money.

**Torin Glazer, Informatics Programme Manager,  
East Cheshire NHS Trust**

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