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11th May 2026

[REDACTED]

Dear Sir/Madam

Freedom of Information Act (FOI) 2000 - Request for Information Reference: IT set up

I am writing in response to your request for information under the FOI 2000.

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold some of the information you have requested. A response to each part of your request is provided below. Please accept our sincere apologies for the delay.

Home, Community, Hospital.

FOI Request / Question	Question Response	Is there an exemption?	Exemption	Exemption Details
1. What was the typical average login time for staff devices, measured from power-on to a usable desktop session, during the 2025 calendar year?	26.67 seconds			
2. How many endpoint or device-related incidents (for example PCs, laptops or tablets) were logged with the IT service desk between 1 January and 31 December 2025?	Laptops and Desktop PC - 1242			
3. What was the average time taken to resolve endpoint or access-related incidents (mean time to restore, in hours) during the same period?	3.18 hours			
4. How many IT-related service interruptions affecting clinical or administrative workflows were recorded between 1 January and 31 December 2025?	91			
5. How many clinically significant IT outages were recorded during 2025, and what was the cumulative total duration of these outages (in hours)?	1 outage with a duration of 30 mins			
6. As of 31 December 2025, how many desktops and laptops were in active use within the Trust, and how many of these devices were more than five years old?	4586 active with 14 over 5 years old			

<p>7. How many staff did not have a designated digital workstation as part of their role during 2025? And what percentage is this compared to the Trust's total staff number?</p>	<p>0 – 0%</p>			
<p>8. During 2025, did the Trust use any tools or platforms to proactively monitor staff's device health or digital workplace experience (for example endpoint management, device health monitoring or digital experience management)?</p> <ul style="list-style-type: none"> • If yes, please indicate which of the following best applies: <ul style="list-style-type: none"> o basic device management only (reactive / break-fix) o proactive device health monitoring o proactive digital experience or workforce experience monitoring 	<p>Yes</p> <ul style="list-style-type: none"> • basic device management only (reactive / break-fix) • proactive device health monitoring • proactive digital experience or workforce experience monitoring <p>Yes to all of the above.</p>			

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, 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: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.