

Reference: FOI.ICB-2627/234

Subject: Hospital Communication Systems and Business Continuity Arrangements

I can confirm that the ICB does not hold the information requested; please see responses below:

QUESTION	RESPONSE						
If possible, could you please advise: 1. What is the main staff communication method used across your acute hospital sites? 2. Are there alternative communication methods available if the primary system is unavailable? 3. What business continuity or contingency arrangements are in place to maintain communications during outages or major incidents? 4. Have there been any notable successes, challenges, or lessons learned that you would be willing to share? <table border="1"> <thead> <tr> <th>Question</th><th>Response</th></tr> </thead> <tbody> <tr> <td>Primary hospital staff communication system</td><td></td></tr> <tr> <td>Secondary/backup communication system</td><td></td></tr> </tbody> </table>	Question	Response	Primary hospital staff communication system		Secondary/backup communication system		The ICB does not hold this information. Please contact the hospital trust/s directly, as follows: Bristol NHS Foundation Trust (BFT) - FreedomOfInfo@uhbw.nhs.uk and FOIArequests@nbt.nhs.uk
Question	Response						
Primary hospital staff communication system							
Secondary/backup communication system							

Business continuity arrangements in the event of system failure		
Major incident communication arrangements		
Key lessons learned or recommendations		

The information provided in this response is accurate as of 7 September 2026 and has been approved for release by David Jarrett, Chief Strategic Commissioning Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.