

Free Wi-Fi for patients and visitors

How to access it and frequently asked
questions

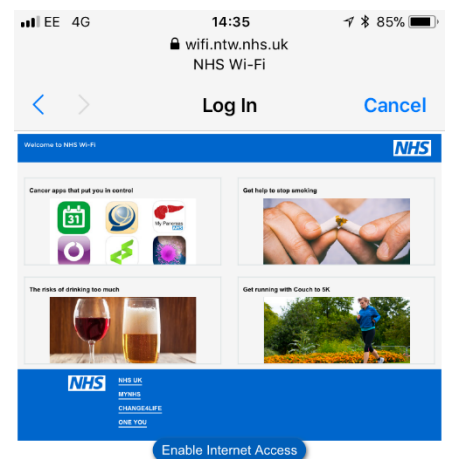
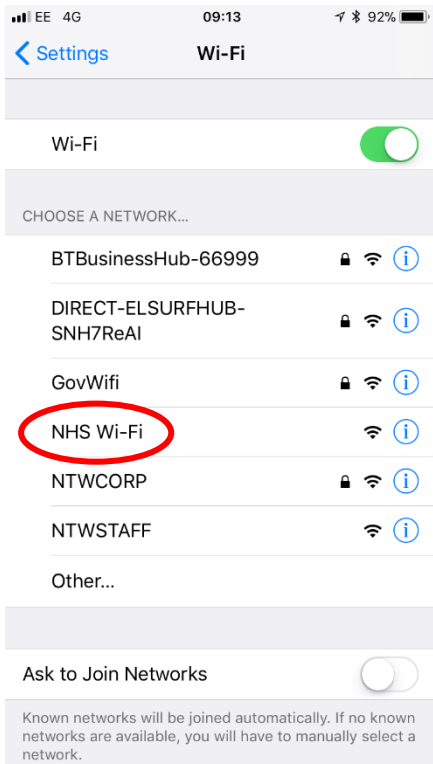


How to access free Wi-Fi for patients and visitors

Select **'NHS Wi-Fi'** from the list of network names on your device. Read and accept the terms and conditions of use on the next screen, and then automatically join the network.

The following screenshots show how this would look on an iPhone; your own device might look slightly different.

Access will last for 12 hours; simply repeat the process to connect for longer or on another day.



Frequently asked questions

What is free Wi-Fi for patients and visitors?

Free Wi-Fi is offered to enable patients and the public to download health apps, browse the Internet and access healthcare information – using their own device, such as a smartphone or tablet.

Where will it be available?

Free Wi-Fi will initially be available at Northumberland, Tyne and Wear NHS Foundation Trust (NTW) locations where only **outpatient** clinics are held. NTW sites that already have in-patient Wi-Fi solutions in place are outside the scope of this solution although this may change at a later date.

How do I access Free Wi-Fi?

Simply choose '**NHS Wi-Fi**' from the list of networks on your device, please read the Terms and Conditions of use. Your device should automatically connect following successful acceptance of the Terms and Conditions of use.

Will I have to register?

There is no need to register or submit any personal information – just read and accept the Terms and Conditions.

Is web browsing controlled?

Free Wi-Fi for patients and visitors provides an internet connection which is filtered against known websites with inappropriate content (such as pornography, criminal activities, illicit drugs and gambling). Whilst this filtering is regularly updated, it cannot be guaranteed due to the number of websites on the Internet.

Any devices repeatedly attempting to browse inappropriate content are at risk of being barred from this service. Unique device access is logged and retained for a limited time, although details of who is using the device is not captured.

Can I stream music or video?

The free Wi-Fi service does allow music and video streaming although a daily limit of data download may be enforced if this is deemed excessive and limiting other users' access. This limit will be reset every 24 hours so is not permanent.

How do I raise any queries?

The aim of the free service is to provide a simple means of connecting to the Internet and is seen as a positive benefit to patients and visitors to the organisation. It is hoped that due to the simplicity of the registration and connection process, very little support will be needed to use the service and any support is provided here on the Trust website. We will update the content on the website if we are aware of any known or common issues with the service. In the meantime, we would be interested in any feedback via e-mail at WiFiFeedback@ntw.nhs.uk to help build this support knowledge.

We will update this FAQ page with further guidance as and when required.