

Withdrawal of Induction Switch app FAQs

What is the Induction Switch app?

This is an app which contains phone numbers and extensions for hospitals across the country. The app is free to download from the Apple App store/Google Play store. A user account is required to access the app, using any email address as the username. The content of the app is controlled by users – anyone can add or modify an entry.

Why is this being withdrawn?

There are several reasons for this:

- The company that owns the app has confirmed their intention to make this a paid-for/subscription service, and have advised that organisations which are not subscribers will imminently be removed from the service.
- UHD can find no record of ever providing permission for this information to be made available on this app.
- There are a number of Information Governance issues with the app, which have already led to other NHS Trusts withdrawing and UHD not continuing use of the app. The IG issues are outlined below.
- Please note this is not solely an Information Governance decision – use of this app has also been considered by senior clinicians within UHD who are supportive of not continuing its use.

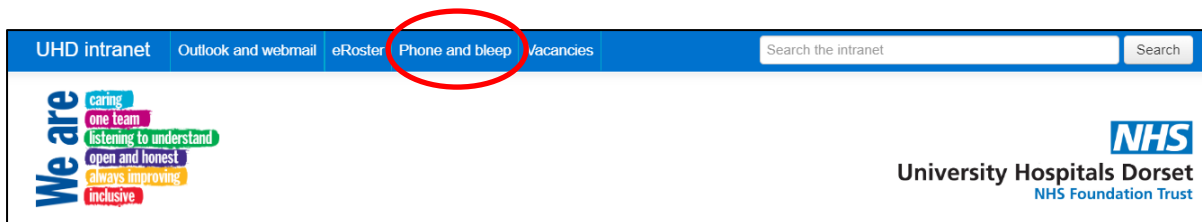
When is this being withdrawn?

Entries for Poole Hospital, Royal Bournemouth Hospital and Christchurch Hospital will cease to be available from Thursday 8th September, which is when the app provider is due to remove access.

What alternatives are available?

The Trust provides a number of other ways to access phone numbers, bleep details, etc.:

- Calling the Switchboard directly – there is a Voice Recognition directory that will automatically put you through to the person or extension you require. Alternatively, a call handler will be able to help provide contact numbers you may need.
- There is a link on the Trust intranet landing page to the Phone and Bleep directory; this is accessible via any Trust computer or iDevice.












- The above link will take you to a [page](#) which includes links to the directories
 - The [UHD internal phone](#) directory includes all extensions for the Trust
 - [Rota Watch](#) includes details for on call rotas and baton bleeps
 - Additional links to on call rotas and user guides

Telephone and Bleep Directories

Please note: this is a shared page for both RBCH and Poole Hospitals, but on the Poole intranet. If you are viewing this page from RBCH, the A-Z above is for Poole Hospital, for RBCH departments/services you can [click here to get back to RBCH](#).

To access the required directory, please click on the links below:

-  [Poole Bleep Directory](#)
-  [UHD Internal Telephone Directory](#)
-  [Rota Watch - Online rotas for both Poole and RBCH](#)
-  [Bournemouth Rotas](#)
-  [Poole Voicemail User Guide](#)
-  [Bournemouth Voicemail User Guide](#)
-  [Best Practice using a Speaker Phone or holding a Conference Call](#)
-  [Conference Calls from your Desk Phone](#)
-  [How to Bleep a member of staff](#)

- In the longer term, similar more secure alternatives to the Induction Switch app will be explored.

What are the IG issues with the Induction Switch app?

- The information on the app is known to be incorrect, and UHD has no control over this – in the last year this has led to numerous calls being directed to members of the public, often during the night or at weekends; calls meant for the Switchboard being directed to individual staff members extensions (therefore going unanswered out of hours); and IG issues with staff members' personal phone numbers being entered into the app without their knowledge or permission.
- There is no means of confirming a user is an NHS employee or linked to an organisation. Anybody can therefore access direct dial phone numbers for the Trust.
- UHD cannot be assured of the security of the app. In addition to phone numbers etc., the app has other functionality which may give rise to security or IG breaches, such as the facility to record secure door access codes, or exchange message with other users.