

Free NHS Wi-Fi for patients

How to access it and frequently asked questions

Access to Free NHS Wi-Fi?

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 you will automatically join the network.

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 to browse the internet using their own device, such as a smartphone or tablet.

Where is it available?

Free Wi-Fi is available in all areas of the RUH Combe Park site.

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 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 allows 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 can I listen to hospital radio?

To listen to hospital radio search for *Bath Radio* on the internet on your device. You can listen live or click on the schedule to listen to previous shows and make a request.

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 to the hospital.

Due to the simplicity of the connection process we do not expect support will be needed to use the service. However, we will update the content on this information if we are aware of any known or common issues with the service.

In the meantime, we would be interested in any feedback about your experience of NHS Wi-Fi via PALS. Email ruh-tr.pals@nhs.net or telephone 01225 825656.

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Please contact the Patient Advice and Liaison Service (PALS) if you require this leaflet in a different format, or would like to feedback your experience of the hospital. Email ruh-tr.pals@nhs.net or telephone 01225 825656.