

Mobile and broadband enhancements for NHS staff

01 May 2020, Version 1

How to make sure your eligible staff benefit from the offers from mobile and internet companies

Mobile and broadband service providers have agreed to provide personal mobile data and broadband enhancements to identified frontline NHS staff, who are existing customers, throughout the response to the COVID-19 pandemic. [View the original announcement.](#)

These enhancements include:

- The mobile data access, voice calls and texts needed on personal mobiles used by frontline staff for work purposes, so that they can work without fear of extra charges and limitations.
- Prioritised broadband improvements (where possible) for NHS clinicians working from home, so that they can perform tasks such as consultations via video conferencing, review radiology images, and download/upload large medical files.

We need your support in making sure your eligible staff can access these offers, so that they have the technology they need to carry out their vital work during this crisis.

What you need to do

Your organisation needs to assign a single point of contact, such as yourself or your director of workforce, to identify and triage eligible staff for the personal mobile and/or broadband enhancements. We recommend you assign a deputy to cover this process in case the selected single point of contact is unavailable. Staff also need to be encouraged to self-nominate via line managers if they feel they are eligible.

A central inbox will collate nominations across the NHS and send details to the relevant network providers. To get started, full details of the offers available and the process for submitting nominations can be found on the [Personal Data and Broadband Enhancements for NHS Workers website.](#)

The process for triage and nomination will make sure the offer reaches those who need it and avoid potential fraud.

What you need to tell your staff

All the information that staff will need, to understand if they are eligible, and the process for claiming the offers can be found on the [Personal Data and Broadband Enhancements for NHS Workers website](#). We would appreciate your support in sharing this offer through your own internal organisational channels and have written a template message (see below) to help cascade it through local bulletins/intranet, etc.

The data that you share will be held by NHS Business Services Authority for a period of two years in order to allow for auditing, post COVID-19 and the cessation of the service.

If you have any questions or would like any further information, please contact data.help@nhs.net.

Template message for your use on internal bulletins and the intranet

Dear colleague,

As you may have heard, most mobile data and broadband providers are supporting NHS frontline staff by keeping them connected using their personal devices and internet while they care for patients.

Please read more about the offers and eligibility criteria on the [Personal Data and Broadband Enhancements for NHS Workers website](#).

If you feel you meet the criteria and would benefit from enhanced connectivity, contact [\[nominated co-ordinator contact details go here\]](#).