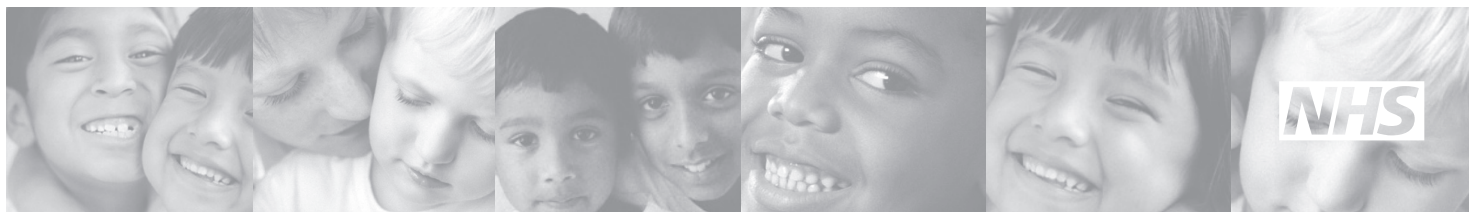


Accessing the internet at GOSH

We know that keeping in touch with friends and family is very important to children, young people and families staying at Great Ormond Street Hospital (GOSH). We provide internet access through the bedside television system and on a WiFi network, but for both there are rules we all have to follow. This information sheet explains about the mechanisms we have put in place to protect our children, young people and families.

- GOSH cannot be held responsible for the nature and/or content of materials access through the internet, but we will take every reasonable precaution to keep children, young people and adults safe and prevent them accessing inappropriate content. We cannot assume any responsibility for any direct or indirect loss, damage or fees incurred through the use of our Internet connection.
- The WiFi network at GOSH has three levels of access:
 - **GO-kids** – for children aged 11 years and under – this is the 'default' setting for the system and has the strictest content filtering
 - **GO-teens** – for young people aged between 12 and 15 years
 - **GO-wifi** – for anyone aged 16 years or over
- Internet access is provided via the London Grid for Learning – an educational network – so content filters are in place to protect children and young people from accessing inappropriate content. Every page visited is logged so that we can contact you if we have any concerns.
- In addition to content filters and page logging, the computers in the WiFi Café in the Lagoon are also monitored by Closed Circuit Television (CCTV).
- The GOSH Wifi network is 'open' so we cannot guarantee security and confidentiality, for instance, with online purchasing or banking.



Safety tips

- There are risks to using the internet – no one is in charge. Try to avoid posting too much detail about your child – we have heard of instances where families have been approached with ‘miracle cures’ for their child’s illness because of what has been posted online.
- Cyber bullying can happen anywhere – even in hospital. Encourage your child to tell you if they are uncomfortable about any contacts – more information about cyber bullying is available from many organisations – details at the end of this information sheet.
- Remember that if you set up a Facebook or similar page about your child and their illness, it will remain accessible for decades afterwards. Think about what you are posting and whether your child will be happy for it to be public as they grow older.
- Our staff have to follow strict policies about becoming online ‘friends’ with children, young people and families. Please do not ask them to be online friends – it can put our staff in an awkward position.
- If you do not want your child to access the internet while they are at GOSH, this is fine. We will not give any child access without their parent’s permission.

How to get access to the GOSH wifi network

- Ask a member of staff for a copy of the Guest Wifi Terms and Conditions
- Read it thoroughly, complete the form at the end and hand it to a member of staff – by signing, you are accepting our Guest Wifi Terms and Conditions
- We will create an account for you with the appropriate level of access (GO-kids, GO-teens or GO-wifi)
- We will then either print off your log in and password details or send them in an email to you
- You can then access the GOSH wifi network through your internet settings on your laptop, tablet or phone
- If you have any questions about accessing the internet at GOSH, please contact a member of Reception staff

Useful resources

- **Kidscape**
– www.kidscape.org.uk/cyberbullying
- **Bullying UK**
– www.bullying.co.uk/cyberbullying
- **NHS Choices**
– www.nhs.uk/Livewell/Bullying/Pages/Cyberbullying.aspx
- **Child Exploitation and Online Protection (CEOP)**
– www.ceop.police.uk

Compiled by Internet Content Group in collaboration with the Child and Family Information Group

Great Ormond Street Hospital for Children NHS Foundation Trust, Great Ormond Street, London WC1N 3JH

www.gosh.nhs.uk