



Ref: FOIA Reference 2019/20-540

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 27th January 2020

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 17th December 2019 requesting information under the Freedom of Information Act (2000) regarding communications and telephony.

On the same day we contacted you via email as we required clarification on Q10, did you want establishment or current staff in post?

On 19th December 2019 you replied via email the following:

"I would like to know specifically how many employees are in the call centre position."

On 30th December 2019 we contacted you via email as we required further clarification:

On Questions 6,7,8,9 and 11- what did you mean by "contact centre?"

On 7th January 2020 you replied via email with the following:

"By Contact Centre I mean the department that receives and directs incoming calls. This usually consists of at least 10 call centre agents to direct incoming calls".

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Please confirm the manufacturer of your telephony system(s) that are currently in place?

A1 I can confirm that the Trust holds information regarding manufacturer of our telephony system, but feel this information is exempt under section 21: information reasonably accessible by other means. This is because the information is available via the Trust's public website at the following link: FOI ref 157-1920 June 2019

<http://www.uhnm.nhs.uk/aboutus/Regulatory-information/Statutory-Policies-and-Procedures/FOIdisclosurelog/Pages/default.aspx>

Q2 When was the installation date of your telephony equipment?

A2 This service is part of a PFI agreement that was signed 2007

Q3 Who maintains your telephony system(s)?

- A3 As answer 1
- Q4 Please confirm value of the initial project and value of annual support/maintenance services (in £)?**
- A4 Information not held by the Trust as Telephony forms part of the Network and Communications service provided as part of PFI agreement (signed 2007, with costs integrated into a unitary payment charge)
- Q5 When is your contract renewal date?**
- A5 The Trust overall contract and project agreement runs to 2044, Project Co. holds fixed term contracts with each provider for services delivered as part of the PFI contract.
- Q6 Please confirm the manufacturer of your Contact centre system(s) that are currently in place?**
- A6 The telephony provision as part of the PFI networks and communications service utilises Cisco as telephony provider, with Arc consoles provided in a switchboard, contact centre setting.
- Q7 When was the installation date of your contact centre infrastructure?**
- A7 Whilst PFI agreement commenced from 2007 onwards, phased approaches to delivery during and post construction means scheduled services have been received by the Trust from 2013 onward with some services inherited, some provided new against a lifecycle programme for scheduled replacement – the current PFI agreement is in place up until 2044.
- Q8 Who maintains your contact centre system(s)?**
- A8 Project co provided managed service as part of PFI received services, addresses maintenance as part of this agreement.
- Q9 Please confirm value of the initial project and value of annual support/maintenance services (in £)?**
- A9 Information not held as the PFI contract affords UHNM with equipment and services which are maintained, supported and replaced as part of the contractually agreed unitary payment agreement
- Q10 How many contact centre employees/agents do you have?**
- A10 As at 30th November 2019, the Telecommunications Department staff in post was a headcount of 21 (15.21 Full Time Equivalent)
- Q11 When is your contract renewal date?**
- A11 Please refer to answer 7
- Q12 Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?**

A12 UHNM use both Unified Communications and collaboration tools. At UHNM we use Microsoft Skype for Business as a small pilot only (300 users) and Powwownow.

Q13 How many employees do you have overall within your organisation?

A13 At 30th November 2019 the headcount was 10936 (9608.59 Full Time Equivalent)

Q14 Who currently provides your calls and lines?

A14 Vodafone and BT (this is for both sites)

Q15 What is your current annual spend on calls and lines?

A15 Please see below:

- Vodafone = £154,955
- BT = 29,900

Q16 When is your contract renewal date?

A16 Please see below:

- BT = Rolling contract
- Vodafone = April 2020

Q17 Are you using SIP or ISDN?

A17 ISDN

Q18 Do you use a wide area network?

A18 Yes

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

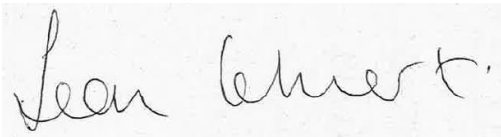
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert
Information Governance Manager