



Ref: FOIA Reference 2024/25-472

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 27th January 2025

Email foi@uhnm.nhs.uk

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 15th October 2024 requesting information under the Freedom of Information Act (2000) regarding Telephony Summary

On 16th October 2024 we contacted you via email with the following:
Please advise us on what you mean by:

Contact Centre system?

On 18th December 2024 you replied via email with:
'A contact centre is where company's handle communication with their customers. It manages various voice channels like phone calls, video meetings, etc.'

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

A1 Please see below.
Cisco via Block Solutions Ltd
Netcall Contract

Q2 How many contact centre agents do you have?

A2 42

Q3 Please confirm when your contact centre contract runs out?

A3 Please see below.
Cisco: 30/06/2029
Netcall: 31/03/2025

Q4 Please confirm which channels you are using today (I.E. voice, web chat, social media direct messaging, SMS, email, WhatsApp)?

A4 Cisco: UCCX is capable of email and limited social media

Q5 How many standard telephone users do you have, what system do they run on and when does the contract run out?

- A5 5432 Users, utilising the Cisco system. The contract expires 30/06/2029
- Q6 Who in your organisation is ultimately responsible for the contact centre system? - Please provide the job title at least.**
- A6 The Head of Network Infrastructure is responsible for the contact centre system.
- Q7 What clinical system do you use to?+**
- A7 At the Trust we have several hundred clinical systems in place, making it quite challenging for us to answer this question comprehensively. However, if there is a specific type of clinical system you are interested in please resubmit this question and we will endeavour to answer.
- Q8 What is the name of the 3rd party that provides maintenance / support your contact centre system(s)?**
- A8 Block and Netcall.

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

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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.

Yours,



Leah Carlisle
Head of Data, Security & Protection and Health Records
Data Protection Officer