



Ref: FOIA Reference 2019/20-431

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

Date: 24th October 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 22nd October 2019 requesting information under the Freedom of Information Act (2000) regarding Telephony/Communications

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) 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 I would like to request the following information for research purposes please. This will enable our company – IP Integration to potentially approach you with a maintenance contract for your telephony support when the time is right, rather than randomly! Information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support.

Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business?

A1 At County Hospital (Stafford) = Siemens HiPath PBX

Information is not held for the Royal Stoke University Hospital (RSUH) as telephony support are provided under the private finance initiative (PFI) and are therefore not managed by the Trust.

Q2 Approximately how many extensions does the system support across your organisation?

A2 At County Hospital (Stafford) = approximately 1600-1700 Analogue

Information is not held for the Royal Stoke University Hospital (RSUH) as telephony support are provided under the private finance initiative (PFI) and are therefore not managed by the Trust.

Q3 Who is the incumbent/support partner for the maintenance of your VOIP/PBX?

A3 At County Hospital (Stafford) = Professional Services Technology Group

Information is not held for the Royal Stoke University Hospital (RSUH) as telephony support are provided under the private finance initiative (PFI) and are therefore not managed by the Trust.

Q4 How many of those extensions are contact centre/customer service agents?

A4 At County Hospital (Stafford) =1

Information is not held for the Royal Stoke University Hospital (RSUH) as telephony support are provided under the private finance initiative (PFI) and are therefore not managed by the Trust.

Q5 When does your PBX/VOIP support contract expire?

Most of the organisations that I've been in touch with so far have been able to answer these questions

A5 At County Hospital (Stafford)

- Siemens support ends in January 2020
- Professional Services Technology Group support ends in May 2022

Information is not held for the Royal Stoke University Hospital (RSUH) as telephony support are provided under the private finance initiative (PFI) and are therefore not managed by the Trust.

*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.

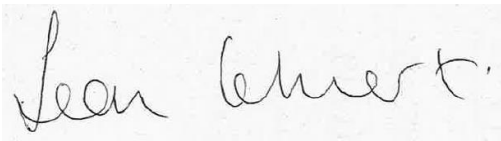
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and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

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