

Ref: FOI/00036/CCCG

1st July 2020

Daniel Leonard

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Freedom of Information Requests

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Macclesfield

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Email: cheshireccg.foi@nhs.net

Dear Daniel Leonard,

**Re: Freedom of Information Act 2000
Communications & Services**

Thank you for your information request indicated in bold below, which has now been considered under the Freedom of Information Act 2000 by NHS Cheshire Clinical Commissioning Group (CCG). I am able to provide you with the following information and responses.

Please note from 1st April 2020, NHS Eastern Cheshire CCG, NHS South Cheshire CCG, NHS Vale Royal CCG and NHS West Cheshire CCG merged to form NHS Cheshire CCG.

You asked:

- 1) Please confirm the manufacturer of your telephony system(s) that are currently in place?**
- 2) When was the installation date of your telephony equipment?**
- 3) Who maintains your telephony system(s)?**
- 4) Please confirm value of the initial project and value of annual support/maintenance services (in £)?**
- 5) Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?**
- 6) When is your contract renewal date?**
- 7) Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?**
- 8) Please confirm the manufacturer of your Contact centre system(s) that are currently in place?**

- 9) When was the installation date of your contact centre infrastructure?
- 10) Who maintains your contact centre system(s)?
- 11) Please confirm value of the initial project and value of annual support/maintenance services (in £)?
- 12) How many contact centre employees/agents do you have?
- 13) Do agents work from home? Or just your offices?
- 14) When is your contract renewal date?
- 15) Do you use a CRM in the contact centre? What platform is used?
- 16) Do you use a knowledge base / knowledge management platform? What platform is used?
- 17) Who currently provides your calls and lines?
- 18) What is your current annual spend on calls and lines?
- 19) When is your contract renewal date?
- 20) Who provides your wide area network? How many sites are connected?

Our response:

1 - 20) NHS Cheshire CCG does not hold the information you have requested regarding telephony systems/equipment, communication tools, contact centre systems and infrastructure or call lines.

Please be advised that NHS Cheshire CCG commission Midlands & Lancashire Commissioning Support Unit (MLCSU) to provide all ICT Services, including telephone and communication systems. You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: england.contactus@nhs.net.

You asked:

- 21) How many employees do you have overall within your organisation?

Our response:

21) NHS Cheshire CCG currently has 434 employees across the organisation.

You asked:

22) Can you provide contact details for your procurement lead / category manager for these services?

Our response:

22) Kevin Highfield, Head of ICT Service Delivery, is the lead for ICT and ICT infrastructure within NHS Cheshire CCG and can be contacted via our website at: <https://www.cheshireccg.nhs.uk/get-in-touch/#gsc.tab=0>

You asked:

23) Can you provide names and contact details for the following people within your organisation?

- a) CIO / IT Director**
- b) Head of IT**
- c) Head of Digital Transformation**
- d) Head of Customer services**

Our response:

23a - c) Kevin Highfield, Head of ICT Service Delivery, is the lead for ICT and ICT infrastructure within NHS Cheshire CCG and can be contacted via our website at: <https://www.cheshireccg.nhs.uk/get-in-touch/#gsc.tab=0>

23d) Paula Wedd, Executive Director of Quality, Patient Experience and Safeguarding is the senior person responsible for the Patient Advice & Liaison Service and can be contacted at: cheshireccg.patientexperience@nhs.net

If you have any queries or concerns, wish to request a review of our response or are unhappy with the service you have received in relation to this Freedom of Information request, please do not hesitate to contact the Freedom of Information Requests team; details provided at the top of this letter.

If you request a review of our response and are not content with the subsequent outcome, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the Freedom of Information review procedure provided by NHS Cheshire Clinical Commissioning Group.

The Information Commissioner can be contacted at:

**The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF**

Yours sincerely



Matthew Cunningham

Director of Governance and Corporate Development
NHS Cheshire Clinical Commissioning Group

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