



**University Hospitals of
Morecambe Bay**

NHS Foundation Trust

Freedom of Information Office

Westmorland General Hospital

Burton Road

Kendal

LA9 7RG

Our Ref: 10576

14 January 2020

Tel: 01539 715511

Web: www.uhmb.nhs.uk

Mr Daniel Leonard

request-628134-d5a47c6b@whatdotheyknow.com

Dear Mr Leonard

RE: REQUEST FOR INFORMATION UNDER THE FREEDOM OF INFORMATION ACT (FOI Act)

I refer to your email of 17 December 2019 and I am now able to provide the following response to your request.

You asked us to supply the following information: Our replies appear in bold type below.

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

Cisco & Siemens

2. *When was the installation date of your telephony equipment?*

Cisco = 2019

Siemens = Various from 1984 onwards.

3. *Who maintains your telephony system(s)?*

Cisco = CAE

Siemens = DCS Limited

4. *Please confirm value of the initial project and value of annual support/maintenance services (in £)?*

Cisco = £30k

Siemens = Unknown as the systems were installed during hospital builds and/or refurbishments

5. *When is your contract renewal date?*

CAE = June 2022

DCS = July 2022

Trust Headquarters:
Westmorland General Hospital
Burton Road
Kendal
LA9 7RG
Tel: 01539 716621

CHAIR: PROFESSOR MIKE THOMAS
CHIEF EXECUTIVE: AARON CUMMINS

6. *Please confirm the manufacturer of your Contact centre system(s) that are currently in place?*

Cisco

7. *When was the installation date of your contact centre infrastructure?*

October 2004

8. *Who maintains your contact centre system(s)?*

Combination of In-house IT Engineers and CAE

9. *Please confirm value of the initial project and value of annual support/maintenance services (in £)?*

Initial Value Unknown due to it being part of a new development. Annual costs unknown as the components are part of a larger single value contract for multiple Unified Communications and Network products.

10. *How many contact centre employees/agents do you have?*

35.31wte

11. *When is your contract renewal date?*

June 2022

12. *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?*

Yes- Microsoft Teams & Cisco Jabber

13. *How many employees do you have overall within your organisation? (FOI 10032)*

As of the 25 October 2019 the figure the number of employees working for the Trust was 6906, excluding Bank staff.

14. *Who currently provides your calls and lines?*

BT

15. *What is your current annual spend on calls and lines?*

£93K

16. *When is your contract renewal date?*

December 2022

17. *Are you using SIP or ISDN?*

SIP

18. *Do you use a wide area network?*

YES

If you are unhappy with the way the Trust has handled your request, you may ask for an internal review by contacting: Phil Woodford, Associate Director of Corporate Affairs, Westmorland General Hospital, Burton Road, Kendal LA9 7RG.

For more information on our sites and services, including our latest Annual Report, please visit our website: <http://www.uhmb.nhs.uk>

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

I hope this information has answered your question. If you require any further clarification or assistance regarding this request, please do not hesitate to contact the Freedom of Information office on 01539 715511. Please remember to quote the reference number above in any future communications.

Kind regards

MR PHIL WOODFORD
ASSOCIATE DIRECTOR OF CORPORATE AFFAIRS