

Our ref: HACW-2022

28 October 2019

2 Kings Court  
Charles Hastings Way  
Worcester  
WR5 1JR

**By email**

Email: [WHCNHS.FOIrequest@nhs.net](mailto:WHCNHS.FOIrequest@nhs.net)  
Tel: 01905 681425

Dear S McManus,

**Re: Request for information under Freedom of Information Act 2000**

Thank you for your request under the Freedom of Information Act 2000, which was received on 1 October 2019. You requested the following information:

**FOI request:**

Please can you confirm the status of any paging solutions present throughout the Trust, including contract renewal dates and contact details for any relevant stakeholders.

**Trust response:**

Supplier Name	Contract type	Contract renewal date	Contact Details	Stakeholder details
Page One Communications	Annual service / rental	Oct 2020	Maxine Heath (Head of Facilities services)	<ul style="list-style-type: none"><li>• Palliative Medicine Consultants</li><li>• Home Treatment service</li><li>• EFM (Porters, managers on call and Technical)</li></ul>
Mercia Radio Telephones Ltd	Transmitters (warranty only)	March 2020	Maxine Heath (Head of Facilities services)	<ul style="list-style-type: none"><li>• Clinical teams</li><li>• EFM (Porters)</li></ul>
Mercia Radio Telephones Ltd	Radios (warranty only)	Oct 2020	Maxine Heath (Head of Facilities services)	<ul style="list-style-type: none"><li>• Clinical teams</li><li>• EFM (Porters)</li></ul>
Multitone	Maintenance only	May 2020	Maxine Heath (Head of Facilities services)	<ul style="list-style-type: none"><li>• Clinical teams</li><li>• EFM (Porters)</li></ul>

Please be aware that although this information is accurate at the time it is provided, it may not be in the future and should not be relied upon.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000, your request will form part of our disclosure log within our Publication Scheme. Therefore, a version of our response, which will protect your identity, will be posted on the Worcestershire Health and Care Trust website.

Please note that any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information you have requested, in whole or in part, please write to me stating the purpose(s) you wish to re-use the information for. We will respond within 20 working days of receiving your request with any conditions or charges that relate to the re-use of the information. These will be determined in line with the Re-use of Public Sector Information Regulations.

I trust this matter has been dealt with to your satisfaction but if there is anything on which you need further clarification, please do not hesitate to contact us at the email address above. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Head of Information Governance, 2 Kings Court, Charles Hastings Way, Worcester, WR5 1JR.

If you are still unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the Trust's internal review process has been completed. Further details of the role and powers of Information Commissioner can be found on the Commissioner's website, [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk).

The Information Commissioner's address is: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely

*FOI Team*

**FOI Team**  
**Worcestershire Health and Care NHS Trust**

We would be grateful if you take a minute to fill out our Freedom of Information Satisfaction Questionnaire and let us know about your experience. This can be accessed by following the link: <http://www.hacw.nhs.uk/freedom-of-information/foi-satisfaction-questionnaire/>