

Date: Wednesday, 22nd December 2021
Our Ref: MB/SS FOI 4972

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Re: Freedom of Information Request FOI 4972

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 30th November 2021.

Your request was as follows:

Telephony and UC/ Collaboration

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

When was the installation date of your telephony equipment?

When is your contract renewal date?

Who maintains your telephony system(s)?

Please confirm the value of the initial project

Please confirm the total ongoing annual spend on telephony

Please confirm the annual support cost for your telephony system

Do you use Unified Communications or Collaboration tools , if so which ones?

1. Mitel
2. November 2014
3. Feb 2022
4. North Tech
5. £169k (inc VAT)
6. £32,717.64 per annum excluding VAT
7. As above
8. Mitel Unified Communications suite & Microsoft Teams

Contact Centre

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

When was the installation date of your contact centre infrastructure?

When is your contract renewal date?

Who maintains your contact centre system(s)?

Please confirm value of the initial project?

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact

centre

How many contact centre agents do you have?

Do agents work from home? Or just your offices?

Do you use a CRM in the contact centre? What platform is used?

Do you use a knowledge base / knowledge management platform? What platform is used?

The patient access centre have a Mitel Contact Centre that receives calls from patients who are looking to book an outpatient appointment and for general queries that relate to referrals to the Trust for treatment or appointments.

1. Mitel - purchased via North PB

2. June 2020

3. 01/04/22

3. North PB

4. £24,000

5. £5k per annum

6. Here at The Walton Centre NHS Foundation Trust we do not have 'contact centre employees/agents'. The job role is 'Appointment Booking and Registration Clerk.' An element of their role will involve handling telephone calls from patients/referrers. However, the job role includes other administrative functions that would fall outside the scope of a typical contact centre job role.

7. Although Appointment Booking and Registration staff work from home, they currently do not answer calls from home. They would perform other administrative duties from home. When answering phone calls specifically, they do this from the office.

8. MITEL Contact Centre Client

7. No

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each

Have you , or do you plan to deploy SD Wan services

Have you got SIP trunks, if so who from and confirm annual spend

Please confirm who provides your LAN, WIFI and Security infrastructure

Please confirm your annual spend on each

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

1. Liverpool University Hospitals NHS Foundation Trust - £10,444.73

2. No current plans

3. Gamma via North Tech - Approx £2,640 per annum excluding VAT

4. LAN & WiFi = North Tech, Security in-house.

5. £39,120.00 per annum excluding VAT

6. Yes

Organisation



How many employees do you have overall within your organisation?

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

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

- CIO / IT Director
- Head of IT
- Head of Digital Transformation
- Head of Customer services

As of 30/11/21 there are 1,509 staff .

The Walton Centre NHS Foundation Trust does not disclose individual staff members contact details. You can write to staff using the address above or alternatively email enquiries@thewaltoncentre.nhs.uk asking for your correspondence to be forwarded on.

I confirm that The Walton Centre NHS Foundation Trust (WCFT) holds the information you have requested. However, I am unable to provide you with that information as I consider that the following exemptions apply to it.

Section 21 - Information already reasonably accessible to you

This information is exempt from disclosure under Section 21 of the Freedom of Information Act 2000 (FOIA), as it is already reasonably accessible to you. The information you have requested is published on The Walton Centre NHS Foundation Trust (WCFT) website - The Walton Centre NHS Foundation Trust Management Structure under related content at the bottom of the page. Please use the following link:

<https://www.thewaltoncentre.nhs.uk/about-us/corporate-and-governance.htm>

This exemption is not subject to the public interest test. This response therefore acts as a refusal notice under section 17 of the FOIA.

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter

and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4972 in any future communications.

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 Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information