

Date: Thursday, 04th November 2021  
Our Ref: MB/SS FOI 4919

Sid Watkins Building  
Lower Lane  
Fazakerley  
Liverpool L9 7BB  
Tel: 01515253611  
Fax: 01515295500  
Direct Line: 01515563038

**Re: Freedom of Information Request FOI 4919**

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 13th October 2021.

Your request was as follows:

1. Contact Centre/Call Centre Contracts (Contracts and Costs associating to all/any systems used to manage Inbound Contact from Patients.

a) Do you have a call centre?

b) If yes, How many call centre/support agents do you have?

c) What is your average cost per call (annual) ?

d) How many calls does your call centre receive (annual)?

a) The Walton Centre NHS Foundation Trust (WCFT) do not have a dedicated call centre. The patient access centre 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.

b) The WCFT have registration and appointment booking clerks who take calls but they are not dedicated call centre/support agents. We have 12 WTE staff in these roles.

c) Approx 57p per call. This accounts only for staffing costs and does not account for equipment/licencing costs.

d) As above, The WCFT does not have a call centre, however The Patient Access Centre receives approximately 110,964 calls annually.

2. Inbound Network Services Contracts (by "Inbound Network Services", I am referring to Inbound Call, Telephony and Email Management Services, and any other inbound channels used by Patients to make contact.)

The WCFT have annual Telephony managed service and software assurance, and annual switchboard Service Level Agreement.

3. Website Traffic Spend/Analysis (even if hosted by an Agency)

a) Number of Visits per month (Average)

b) Who is responsible for hosting/maintaining and managing the website(s)?

c) Does your organisation's website(s) have an on-site search bar?

- What Content Management System is your site-search connected to (if so)?
  - What is the Search Bar Utilisation? (If known, % of Website visitors)
  - Who is the Supplier/Owner of the on-site search on your website?
- a) The WCFT website has 20,768 visits per month (Average over a 12 month period)
- b) The WCFT website is hosted/maintained by Sitekit Health Ltd / The WCFT Communications Team.
- c) Yes The WCFT website does have a search bar.
- The Content Management System site-search is connected to Sitekit CMS.
  - The WCFT does not have enough data available to provide Search Bar Utilisation.
  - The Supplier/Owner of the on-site search on The WCFT website is Sitekit CMS.

Please send me the following information:

1. Incumbent Supplier for each of the contracts mentioned.
  2. Annual Average Spend (over 3 years) for each supplier?
  3. Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?
1. Website - Sitekit Health Ltd  
North PB  
Aintree switchboard Service Level Agreement
2. Sitekit Health Ltd - n/a (we have only recently entered into a contract).  
North PB - costs are approx. £40k per year ex vat (Telephony managed service and software assurance)  
Aintree switchboard Service Level Agreement - costs are:  
2018-19 - £117,598.53  
2019-20 - £121,596.88  
2020-21 - £124,434.14
3. Elaine Parr - Communications and Marketing Manager is responsible for these contract areas.

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

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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.

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Further information can be found at [www.opsi.gov.uk](http://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](http://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 4919 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, Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

*Mike Burns*

**Mr. Mike Burns, Executive Lead for Freedom of Information**