

Executive Corridor
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX
Switchboard Tel: 01325 38 0100
Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference 10.19.06

Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

24 October 2019

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 3rd October 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding telephone systems. Specifically you requested information as follows:

- ***What manufacturer (hardware) telephone system are you using? e.g. Avaya, BT, Cisco etc.***

Answer: Avaya

- ***Approximately how many extensions does the system support?***

Answer: 5,400

- ***Who's the incumbent/support partner for the maintenance of your PBX?***

Answer: British Telecom

- ***How many of those extensions would you say are contact centre/customer service agents?***

Answer: 120

- ***And finally, when does support contract expire?***

Answer: March 31st 2020.



County Durham
and Darlington

NHS Foundation Trust

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. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

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

Telephone: 0303 123 1113

Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer