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Darlington
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Foundation Trust Office: 01325 74 3625
Corporate Records Office: 01325 74 3700

Request for Information Reference: 02.22.64

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

Email only

14th March 2022

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 28th February 2022 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Contract Centre and I am providing the following information in response to your specific questions:

Contract 1 - contact centre/call centre contracts

Please send me the following information for each provider:

- 1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**

Netcall

- 2. Annual Average Spend: the annual average (over 3 years) spends for each supplier**

£39,093.61

- 3. Contract Expiry: the date of when the contract expires.**

March 2023

4. Contract Review: the date of when the contract will be reviewed.

2023

5. Contract Description: a brief description of the services provided of the overall contract.

IVR, call centre, voicemail, patient remind service, switchboard systems

6. Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

Craig Robinson, Head of ICT, 01913332777, craig.robinson@nhs.net

7. Number of Agents; please provide me with the total number of contact centre agents.

115

8. Number of Sites; please can you provide me with the number of sites the contact centre covers.

8

9. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?

Netcall

10. Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g., JAN-MAR, APR, JUNE.

All equal

11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?

NHS Mail

12. Number of email users: Approximate number of email users across the organisations.

8,500

Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. 0800, 0845, 0870, 0844, 0300 number

Not applicable

2. Routing of calls

BT

3. Caller Identifier

Netcall

4. Caller Profile- linking caller details with caller records

Not applicable

5. Interactive voice response (IVR)

Netcall

For contract relating to the above please can you provide me with?

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.

BT

2. Annual Average Spend: the annual average (over 3 years) spends for each supplier

£98,149.48 (ISDN & SIP connections)

3. Contract Expiry: the date of when the contract expires.

4/03/2022

4. Contract Review: the date of when the contract will be reviewed.

January 2022

5. Contract Description: a brief description of the services provided of the overall contract.

Inbound/outbound calls for onsite PABX's

6. Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

Craig Robinson, Head of ICT, 01913332777, craig.robinson@nhs.net

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator