

Freedom of Information Request

Ref: 21-551

8 November 2021

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

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?

Yes

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

180 Lines. The number of agents changes daily

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

2.1p per call

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

1.15 million

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.)

We do not hold this information

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

a) Number of Visits per month (Average)

uhbristol.nhs.uk: 80k

waht.nhs.uk: 8k

uhbw.nhs.uk: 1.3k

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

External hosting:

UH Bristol – Mentor Digital

University Hospitals Bristol & WESTON and Weston Area Health Trust - Taylor Fitch and Ultimedia Managed internally.

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

Yes

- What Content Management System is your site-search connected to (if so)?

Umbraco and Taylor Fitch

- What is the Search Bar Utilisation? (If known, % of Website visitors)

We do not hold this information

- Who is the Supplier/Owner of the on-site search on your website?

Umbraco

Please send me the following information:

1. Incumbent Supplier for each of the contracts mentioned.

Umbraco

Taylor Finch

Mentor Digital

Netcall

2. Annual Average Spend (over 3 years) for each supplier?

University Hospitals Bristol and Weston NHS Foundation Trust has a procurement and tendering process in place which governs the procurement of services and is managed via the Bristol and Weston Purchasing Consortium. For further information on the services they provide, please visit the BWPC website <https://www.nbt.nhs.uk/bristol-weston-nhs-purchasing-consortium/contact-bwpc>

University Hospitals Bristol and Weston NHS Foundation Trust ensure that competitive tenders are invited for the supply of goods, materials and manufactured articles and for the rendering of services including all forms of management consultancy services and for the design, construction and maintenance of building and engineering works.

For information on contracts that have or are currently being tendered, and for all current opportunities, please visit our e-tendering portal CTM <https://uk.eu-supply.com/login.asp?B=UK> it is free to suppliers and once registered you will be able to respond for requests for quotations and tenders.

For further information or for details of our spend over £25,000, please visit our 'about us' pages of our Trust website <https://www.uhbw.nhs.uk/p/about-us/what-we-spend-and-how-we-spend-it>

If, after this you have further questions please resubmit a detailed Freedom of Information request and we will where allowable, obtain the information for you.

3. Who is the senior officer (outside of procurement) responsible for these contract areas (including website)

Call Centre Head of Support Services DigitalServicesAdmin@uhbw.nhs.uk

Website Web Communications Assistant Communications@uhbw.nhs.uk

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, 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:

Director of Corporate Governance
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above 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 Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust**

