

Freedom of Information Request

Ref: 22-106

22 March 2022

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

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 - we do not have a contract with them.

2. Annual Average Spend: the annual average (over 3 years) spends for each supplier
£28k

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

Not applicable

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

Not applicable

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

Not applicable

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.

Not applicable

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

350

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

60

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 year.

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

No

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

14,500

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

The Trust does not use these services.

2. Routing of calls

The Trust does not use these services.

3. Caller Identifier

The Trust does not use these services.

4. Caller Profile- linking caller details with caller records

The Trust does not use these services.

5. Interactive voice response (IVR)

The Trust does not use these services.

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

The Trust does not use these services.

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

Not applicable

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

The Trust does not use these services.

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

The Trust does not use these services.

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

The Trust does not use these services.

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

The Trust does not use these services.

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.

Person responsible for the call centre

Head of Support Services

DigitalServicesAdmin@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