

Date: 7 September 2020
Our reference: NN/20/3049

Dear Requestor

RE: Freedom of Information Request

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we partially hold the information that you have requested. A response to each part of your request is below.

In the request you asked:

Please confirm the manufacturer of your telephony system(s) that are currently in place?

- Mitel & RedBox

When was the installation date of your telephony equipment?

- Virtual telephony systems, updated in line with security requirements

Who maintains your telephony system(s)?

- NHS engineers with back-office 3rd party support contract

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

- Mitel & RedBox support 12 months £54,200.00

Does your annual maintenance service include moves, adds and changes? And if not what is the annual cost of moves, adds & changes?

- Yes

When is your contract renewal date?

- April 2023

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Teams/Cisco/Avaya/Mitel? If yes, what tools are you currently using?

- Microsoft Teams

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

- Mitel

When was the installation date of your contact centre infrastructure?

- Virtual CCM, updated in line with security requirements

Who maintains your contact centre system(s)?

- NHS engineers with back-office 3rd party support contract

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

- Included in above cost

How many contact centre employees/agents do you have?

- NHIS support multiple contact centres from 8 to 30 agents

Do agents work from home? Or just your offices?

- Both

When is your contract renewal date?

- April 2023

Do you use a CRM in the contact centre? What platform is used?

- No

Do you use a knowledge base / knowledge management platform? What platform is used?

- No

Who currently provides your calls and lines?

- Gamma

What is your current annual spend on calls and lines?

- The CCG does not hold this information. The CCG obtains ICT services from Nottinghamshire Health Informatics Service (NHIS) under an annual rolling block contract. NHIS is hosted by Sherwood Forest Hospitals NHS Foundation Trust and provides a shared service arrangement across a number of partners and customers. The services provided are desktop services, network and infrastructure and service desk support (this list is not exhaustive). We are unable to provide the information as the service is provided as part of a block contract.

When is your contract renewal date?

- April 2025

Who provides your wide area network? How many sites are connected?

- BT CN-SP, 180 sites

How many employees do you have overall within your organisation?

- As of 30th June the CCG employed 498 staff

Can you provide contact details for your procurement lead / category manager for these services?

- Neil Moore, neil.moore6@nhs.net

Can you provide names and contact details for the following people within your organisation?
CIO / IT Director

- Andy Hall, andy.hall@nhs.net

Head of IT

- The CCG does not employ a Head of IT

Head of Digital Transformation

- Andy Evans, andyevans1@nhs.net

Head of Customer services

- The CCG does not employ a Head of Customer Services



If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Clinical Commissioning Group have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via lucy.branson@nhs.net or by writing to NHS Nottingham and Nottinghamshire CCG, 1 Standard Court, Park Row, Nottingham, NG1 6GN.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether the organisation has complied with its obligations under the Act, and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire Clinical Commissioning Group formerly known as NHS Mansfield and Ashfield Clinical Commissioning Group, NHS Newark and Sherwood Clinical Commissioning Group, NHS Rushcliffe Clinical Commissioning Group, NHS Nottingham West Clinical Commissioning Group, NHS Nottingham City Clinical Commissioning Group and Nottingham North and East Clinical Commissioning Group. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to: FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone 0303 123 1113 or report a concern: <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information Officer on behalf of *NHS Nottingham and Nottinghamshire Clinical Commissioning Group formerly known as NHS Rushcliffe Clinical Commissioning Group, NHS Nottingham West Clinical Commissioning Group, NHS Nottingham City Clinical Commissioning Group, NHS Nottingham North and East Clinical Commissioning Group, NHS Mansfield and Ashfield Clinical Commissioning Group and NHS Newark and Sherwood Clinical Commissioning Group.*

notts.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of the Greater Nottingham Clinical Commissioning Partnership. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via notts.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.

