

23/12/2022

NN-ICB/22/119

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:

1. What telephone system does the organisation use?

1.1 NHS Nottingham and Nottinghamshire ICB (excluding staff based in Bassetlaw) use the Mitel platform for their phone handsets.

1.2 Staff based in Bassetlaw use a hosted telephone service provided by Abzorb for their phone handsets.

1.3 NHS Nottingham and Nottinghamshire ICB (excluding staff based in Bassetlaw) use a soft phone system provided by Micollab.

1.4. Staff based in Bassetlaw use a soft phone system provided by Xelion.

2. How many users use the telephone system?

1.1 There are 79 Mitel handsets across NHS Nottingham and Nottinghamshire ICB (excluding staff based in Bassetlaw).

1.2 We do not hold the number of handsets in use across Bassetlaw.

1.3 NHS Nottingham and Nottinghamshire ICB (excluding staff based in Bassetlaw) currently use 154 soft phone licenses.

1.4 Staff based in Bassetlaw currently use 47 soft phone licenses.

3. Is the telephone system cloud based?

NHS Nottingham and Nottinghamshire ICB (excluding staff based in Bassetlaw) – the Mitel system is not cloud based but the Session Initiation Protocol used to deliver the phone calls from the phone network is.

Bassetlaw – yes.

4. When will the organisation next review their telephony contracts?

Not applicable. The telephony contract is part of the rolling block contract held with Nottinghamshire Health Informatics Service.

5. Who is the main network provider the organisation uses for its mobile phones?

Vodafone

6. How many employees have a mobile phone supplied by the organisation?

247

7. What is the date that the organisation will next review its main mobile phone contract?

October 2024 (1 year lead into next contract for governance purposes)

8. What Video Conferencing Solutions does the organisation use?

Microsoft Teams

9. Does the organisation run webinars or online events?

As part of our work, we organise engagement events and run webinars as part of our engagement approaches. These are arranged as and when engagement activity is taking place around key programmes or projects – These are held either via Zoom or MS Teams. We also run monthly staff briefing sessions which are held virtually as an event via MS Teams.

10. Does the organisation provide "click To chat" functionality on its website?

No, the NHS Nottingham and Nottinghamshire ICB website does not provide that function.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) 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 FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham, NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), 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 ICB. 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 via <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information (FOI) Officer on behalf of *NHS Nottingham and Nottinghamshire Integrated Care Board*

notts.foi@nhs.net

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