

**Wrightington, Wigan and
Leigh Teaching Hospitals**
NHS Foundation Trust

Information Governance Department

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Ref: FOI2021/7759

Date Received: 13th October 2021

Response Due: 10th November 2021

Date: 28th October 2021

Dear Sir/Madam

You asked:

I wish to submit to the organisation a freedom of information request relating to:

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? - 40**
- c) What is your average cost per call (annual)? – Inbound patient calls so zero cost.**
- d) How many calls does your call centre receive (annual)? – Approx. 83,000 calls.**

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.)

BT Hosted Voice for PSTN calls.

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

- a) Number of Visits per month (Average) – Approx. 30,000**
- b) Who is responsible for hosting/maintaining and managing the website(s)?** Cube Creative is responsible for hosting/maintenance and content is managed by the Trust.
- c) Does your organisation’s website(s) have an on-site search bar? - What Content Management System is your site-search connected to (if so)? - What is the Search Bar Utilisation? (If known,**

% of Website visitors) On-site search bar provided as part of Cube Core CMS. Unfortunately, we don't currently have statistics in relation to the search bar.

4. Who is the Supplier/Owner of the on-site search on your website? Please send me the following information:

a) Incumbent Supplier for each of the contracts mentioned. Cube Creative.

b) Annual Average Spend (over 3 years) for each supplier? The search function is provided as part of the contract for the website, costing isn't allocated for this separately.

c) Who is the senior officer (outside of procurement) responsible for these contract areas (including website)? Head of Communications

I trust that this information is helpful to you, however if you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Malcolm Gandy
Chief Information Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 1113