



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9
Buckingham Row
Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2024/9737

Date Received: 22nd March 2024

Response Due: 23rd April 2024

Date: 23rd April 2024

Dear Sir/Madam

With reference to your request for information received on 22nd March 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

1. **Please confirm which telephony system(s) you currently have in place? example- Avaya/ Mitel/ Unify**
Cisco / Avaya
2. **When was the installation date of your telephony equipment?**
2022
3. **Who maintains your telephony system(s)?**
CINOS
4. **Number of telephony users?**
4000+. The number is approximate as the services are spread across multiple users; they are not defined on a single use basis.
5. **Please confirm value of the initial project and value of annual support/maintenance services (in £)?**
This information is being withheld under Section 43 of the Freedom of Information Act – please see below.
6. **When is your contract renewal date? (date/month/year)**
09/12/2026

- 7. Please confirm the manufacturer of your Contact centre system(s) that are currently in place?**
Cirrus
- 8. When was the installation date of your contact centre infrastructure?**
2021
- 9. Who maintains your contact centre system(s)?**
OPUS
- 10. Number of contact centre users?**
60+. The number is approximate as the services are spread across multiple users; they are not defined on a single use basis.
- 11. Please confirm value of the initial project and value of annual support/maintenance services (in £)?**
This information is being withheld under Section 43 of the Freedom of Information Act – please see below.
- 12. When is your contract renewal date? (date/month/year)**
May 2025
- 13. Do you use Unified Communications or Collaboration tools such as Microsoft Teams/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?**
Microsoft Teams/CISCO
- 14. What is the go-to market- How are the above technologies/ services procured?**
Procured via an accredited Framework Provider.
- 15. Who is responsible for Telephony, contact centre and the critical communications?**
Service Delivery Manager
- 16. Which system do you have for your critical communications such as Bleeps or Mass notification?**
Bleeps
- 17. Who maintains this for you?**
Multitone
- 18. How many users do you have?**
There are 18 staff members that are users of multitone in the switchboard department.
- 19. What was the initial project cost and the annual support/ maintenance service?**
This information is being withheld under Section 43 of the Freedom of Information Act – please see below.
- 20. When is the contract renewal date? (date/ month/ year)**
Currently under review
- 21. Which system do you have for your call recording system?**
Eleveo
- 22. Who maintains this for you?**
A support call would be placed to CINOS to escalate to Eleveo.

- 23. How many users do you have?**
6 concurrent users.
- 24. Do you have remote clinical consultations with patients such as Attend Anywhere/ VCCS/ Teams?**
Attend Anywhere
- 25. Who maintains this for you?**
Induction Healthcare
- 26. How many users do you have?**
The number of users is not measured, only the number of appointments facilitated through the system.
- 27. What was the initial project cost and the annual support/ maintenance service?**
This information is being withheld under Section 43 of the Freedom of Information Act – please see below.
- 28. When is the contract renewal date? (date/ month/ year)**
Contract started 01/09/2021 – 31/08/2026 with 2 x 12-month extension options.
- 29. Do you have Dect or WiFi handsets as part of your telephony requirements? If so which?**
Cisco Handsets
- 30. Who maintains this for you?**
Third party support contact
- 31. How many users do you have?**
50+. The number is approximate as the services are spread across multiple users; they are not defined on a single use basis.
- 32. What was the initial project cost and the annual support/ maintenance service?**
All in with the Cinos service above
- 33. When is the contract renewal date? (date/ month/ year)**
All in with the Cinos service above
- 34. Do you have analogue (PSTN) services still across your estate? If so what is this used for?**
Standard analogue services and emergency phones
- 35. Who maintains this for you?**
BT / CINOS
- 36. How many users do you have?**
Analogue lines are not on a single user basis and are available to anyone in the Trust. Therefore, we are not able to quantify how many users there are.
- 37. When is the contract renewal date? (date/ month/ year)**
Under review with BT – Cinos in the contract information above
- 38. What was the cost for the annual support/ maintenance service for your analogue services?**
This information is being withheld under Section 43 of the Freedom of Information Act – please see below.

Section 43(2) – Commercial interests

Information regarding costing has been withheld under section 43(2) of the FOIA if its disclosure would be likely to prejudice the commercial interests of the Trust.

Section 43 of the FOIA is a qualified exemption and is subject to the Prejudice Test and the Public Interest Test.

Prejudice test

We confirm that we have carried out a full prejudice test and that, on the balance of probability, the Trust's interests would be prejudiced in the event of disclosure. Therefore, we confirm that the Prejudice Test is engaged.

Public interest test

We have also carried out the Public Interest Test to ascertain whether the public interest in disclosure outweighs the public interest in withholding the requested information:

Public interest in disclosure of the information:

- We acknowledge that there is public interest in transparency around how the Trust engages with suppliers and procurement.
- We acknowledge that there is public interest in the Trust's finances. Public interest in withholding of the information:
 - Protecting public finances – As a public authority, the Trust must ensure that it obtains the best value for money. Disclosure of the information would be likely to affect the quality of future offers provided to the Trust. It is therefore firmly in the public interest not to disclose any information which would affect commercial offers made to the Trust, which in turn will affect the Trust's finances.
 - Ensuring fair competition – Information provided to the Trust during the procurement process contains sensitive competition information. It is not in the public interest to disclose information which would affect free and fair competition.
 - Transparency – We understand that there is public interest in how the Trust engages with suppliers. However, we consider that the information held by the Trust would not significantly further the public understanding of its relationship with these suppliers beyond what has already been disclosed in this response.
 - Reputation damage or loss of confidence - It is firmly in the public interest that the Trust takes all steps to protect its reputation around information handling. It is not in the public interest to do anything which would jeopardise our ability to maintain strong working relationships with third parties.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Garry Harris
Deputy Director Digital, Chief Technology 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 123 111