



Freedom of Information Team  
De La Court House  
Queen Alexandra Hospital  
Southwick Hill Road  
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Hampshire  
PO6 3LY

Date: 23/05/2022

Ref: 21-22 606

### **Freedom of Information request**

Firstly, please accept our sincere apologies for the delay in providing you with a response.

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 28/02/2022. Please see responses to your requests below.

#### **Contract 1 - contact centre/call centre contracts**

The trust does not have any contact centre or call centre contracts; Therefore, the below questions are not applicable.

**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.**
- 2. Annual Average Spend: the annual average (over 3 years) spends for each supplier**
- 3. Contract Expiry: the date of when the contract expires.**
- 4. Contract Review: the date of when the contract will be reviewed.**
- 5. Contract Description: a brief description of the services provided of the overall contract.**
- 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.**
- 7. Number of Agents; please provide me with the total number of contact centre agents.**
- 8. Number of Sites; please can you provide me with the number of sites the contact centre covers.**
- 9. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?**
- 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.**
- 11. Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?**

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

**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**
- 2. Routing of calls**
- 3. Caller Identifier**
- 4. Caller Profile- linking caller details with caller records**
- 5. Interactive voice response (IVR)**

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

- 1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.**
- 2. Annual Average Spend: the annual average (over 3 years) spends for each supplier**
- 3. Contract Expiry: the date of when the contract expires.**
- 4. Contract Review: the date of when the contract will be reviewed.**
- 5. Contract Description: a brief description of the services provided of the overall contract.**
- 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.**

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on [Information.Governance@porthosp.nhs.uk](mailto:Information.Governance@porthosp.nhs.uk) or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team