

Ref: CCG April 2016 018

Corporate Services
NHS Liverpool Clinical Commissioning Group
The Department
Lewis's Building
Renshaw Street
Liverpool
L1 1JX

Email: foi@liverpoolccg.nhs.uk

29th April 2016,

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 12th April 2016, with regards to Call Centre Contracts.

Request/**Response**

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

1. Contact centre/call centre contracts
2. Inbound network services contracts

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) spend 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.
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.

Response:

NHS Liverpool CCG have one small team that operate a 'call centre'. By this we mean they have one direct dial number which begins with 0845. The telephone system then 'hunts' for an available operator to answer the call.

If you require any further information on our telephone and IT Support can I ask that you please contact Informatics Merseyside on:

Freedomofinformation@merseycare.nhs.uk

or by letter to:

***Mersey Care NHS Trust,
Communications Office,
V7, Kings Business Park,
Prescot, Merseyside L34 1PJ.***

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House

Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

Customer Relations Lead
NHS Liverpool CCG