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NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on 18.02.2015.

You Asked for:

In accordance with the FOI Act 2000, I request the following information from your organisation;

- 1) What, if any, social media management platform do you use within the department? (e.g. CrowdControl, HootSuite, Meltwater Buzz etc)

NHS Wirral Clinical Commissioning Group does not use any form of social media management platform.

- 2) If using a paid-for social media management platform how much does this cost either per year or per month

N/A, please see answer to question 1.

- 3) How long does this contract last for and when was it awarded?

N/A, please see answer to question 1.

- 4) How many users does this contract allow for?

N/A, please see answer to question 1.

- 5) What, if any, media enquiry management software do you use? (e.g. Gorkana, Veulio, COLIN)

NHS Wirral Clinical Commissioning Group does not use any form of media enquiry management software.

Please provide the email address of the person responsible for social media within your organisation

The contact for social media within Wirral Clinical Commissioning Group is: Laura Wentworth, Corporate Affairs Manager, l.wentworth@nhs.net .

- 6) If using a paid-for media enquiry management solution how much does this cost either per year or per month?

NHS Wirral Clinical Commissioning Group does not use any form of paid-for media enquiry management solution.

- 7) How long does this contract last for and when was it awarded?

N/A, please see answer to question 6.

- 8) How many users does this contract allow for?

N/A, please see answer to question 6.

- 9) Please provide the email address for your Head of Media or Corporate Communication within your organisation

NHS Wirral Clinical Commissioning Group has a service level agreement with North West Commissioning Support unit to provide communications support. Any Freedom of Information requests concerning NWCSU should be sent to NHS England. I have included their details below for your information & should you wish to contact them direct:

**Email – england.contactus@nhs.net
Telephone – 0300 311 2233**

- 10) What, if any, Freedom of Information enquiry management software do you use? (e.g. CC Tracker, KnowAll Enquire)

NHS Wirral Clinical Commissioning group records all Freedom of Information requests on the Datix Risk Management system.

- 11) If using a paid-for media enquiry management solution how much does this cost either per year or per month?

N/A, please see answer to question 6.

- 12) How long does this contract last for and when was it awarded?

N/A, please see answer to question 6.

- 13) How many users does this contract allow for?

N/A, please see answer to question 6.

I hope this sufficiently answers your FOI enquiry however if you require any further information please do not hesitate to contact a member of the FOI team (contact details at the top of this letter).

Yours sincerely

A handwritten signature in black ink that reads "P. Edwards". The signature is written in a cursive style with a large initial 'P'.

Paul Edwards

Director of Corporate Affairs
NHS Wirral Clinical Commissioning Group

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