

# Wirral Clinical Commissioning Group

Jordan Lane  
Corporate Officer  
Direct Line: 0151 643 5334  
Email: [foirequests.nhswirralccg@nhs.net](mailto:foirequests.nhswirralccg@nhs.net)

NHS Wirral Clinical Commissioning Group  
Old Market House  
Hamilton Street  
Birkenhead  
Wirral  
CH41 5AL  
Tel: 0151 651 0011

Date: 30<sup>th</sup> April 2015

Name: Neil Taylor  
Email: 2000ntaylor@gmail.com  
Our Ref: ID177

Dear Neil,

## 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 29<sup>th</sup> April 2015.

### You Asked for:

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. 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) 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.

**Our Response:**

NHS Wirral Commissioning Group does not have any Call Centre contracts therefore this request is not-applicable.



**Laura Wentworth**  
**Corporate Affairs Manager**  
NHS Wirral Clinical Commissioning Group

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