

Our Ref: ID311

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

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 3rd October 2015.

You Asked for:

For the attention of the person responsible for IT Service Level Agreements for both the CCG(s) and Primary Care:

I am making this request under the Freedom of Information Act 2000 in order to support research I am carrying out as part of a Masters Degree in IT Service Management. I am a current employee working within the NHS and the learning from this research will form part of a piece of work which I hope will benefit the NHS as a whole. It is in no way related to commercial or financial gain. The title of the work is "An investigation into the effectiveness of IT Service Level Agreements in NHS IT Service Providers" and the aim is to identify what actions might be taken to improve the commissioning of such services.

In compiling the survey I have taken care to ensure the questions are focused and easy to answer. I have followed the guidance set out in 'Making Freedom of Information Requests – A Guide for Academic Researchers' by University College London in 2012. This research is in line with good practice and conforms to the ethics policy of the University of Northampton. Having reviewed the Freedom of Information Act 2000 guidance I can see no reason for an exemption to be applied to this request. If you did feel this request warranted an exemption I would request notification of this and an outline of your reasons in line with the Information Commissioners Office best practice guidelines. This would help me avoid any unnecessary or inappropriate requests in future.

The research questions are contained in the Microsoft Excel spread sheet attached with this email. The questions have been tested for clarity and understanding by a number of pilot CCGs in order to ensure they were unambiguous and simple to answer. Whilst not classified as sensitive information, as good practice all answers received in relation to this survey will be stored securely using encryption and without the CCG identifier linked to the data. If you wish to see a copy of the overall anonymous results of the data please identify this in your response and I will gladly provide this. Once the research project is complete all data will be securely deleted.

Our Response:

North West Commissioning Support Unit (NWCSU) would hold the responses to the majority of your questions raised and I would therefore advise for you to contact NWCSU direct.

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

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