

Our Ref: ID 1909

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 18th May 2021.

You Asked for:

1. Do you currently use any form of electronic signing tool?
2. If yes, who is your current provider? When does the contract expire? How much does it cost per year? How many licences (users or transactions) do you have?
3. How many documents do you send for signature / approval annually? What % are printed?
4. Are your signing processes primarily paper-based?
5. What is your current annual spend on paper, postage and document storage?
6. Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?
7. If so, who is leading it?
8. How much employee time is it taking to create, send, chase and store documents that require signature?
9. How many employees do you have?
10. What percentage of employees work remotely? 100%.
11. Can you provide names and contact details for the following people within your organisation?
 - a. Chief Information Officer (CIO) / IT Director
 - b. Head of IT
 - c. Head of Digital Transformation
 - d. Head of Housing Operations
 - e. Head of Legal
 - f. Head of HR
 - g. Head of Legal Services
12. Do you currently use any of the following Microsoft applications?
 - a. O365
 - b. SharePoint
 - c. Teams
 - d. Dynamics
 - e. Power Automate
13. Do you use any Adobe products? If yes, which ones?
14. What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)

- a. Human Resources
 - b. Patient related
 - c. Legal Services
 - d. Email and Collaboration
15. Do you have a Senior Information Risk Officer (SIRO) and Caldicott Guardian? If so, can you please share their contact name, email and phone number.
 16. Understanding that every member of the NHS has to be General Data Protection Regulation (GDPR) compliant, what is the current approval - signature process?

Our Response:

1. Within NHS Wirral Clinical Commissioning Group (CCG), no such tools are in use.
2. Not applicable.
3. 100% shared via NHS Mail.
4. No, since all staff have been working from home for over a year now, the delegated officers who have authority to sign-off documents utilise the option to put their e-signature on the documents and convert to pdf before sharing it.
5. Please see below for the financial year of 2020/2021:
 - Paper - £1044
 - Postage - £5578
 - Storage - £2411
6. As a result of the pandemic, NHS Wirral CCG staff have been working from home which has reduced the amount of paper based processes. The CCG is committed to continuing automated and electronic processes going forward.
7. Not applicable.
8. NHS Wirral CCG does not record this information.
9. 91.
10. At present, all staff are working from home due to the pandemic
11. Please see below:
 - a. CIO / IT Director - – Not applicable. NHS Wirral CCG has a service level agreement with Midlands and Lancashire Commissioning Support Unit (MLCSU) to provide ICT support.
 - b. Head of IT – Not applicable. NHS Wirral CCG has a service level agreement with Midlands and Lancashire Commissioning Support Unit (MLCSU) to provide ICT support.
 - c. Head of Digital Transformation - – Not applicable. NHS Wirral CCG has a service level agreement with Midlands and Lancashire Commissioning Support Unit (MLCSU) to provide ICT support.
 - d. Head of Housing Operations – Paul Edwards
 - e. Head of Legal – Corporate Affairs Team
 - f. Senior HR Business Partner - Gareth James (employed by MLCSU)
 - g. Head of Legal Services – Corporate Affairs Team
12. NHS Wirral Clinical Commissioning Group (CCG) has a service level agreement with Midlands and Lancashire Commissioning Support Unit (MLCSU) to provide ICT support. Any Freedom of Information requests concerning MLCSU should be sent to NHS England. I have included their details below for your information, should you wish to contact them directly:
Email – england.contactus@nhs.net
13. Please see the answer to question number 12.
14. Please see the answer to question number 12.
15. This information is publicly available online. Please see the link provided for more information:

<https://www.wirralccg.nhs.uk/media/7169/pol033-information-governance-data-security-and-protection-policy.pdf>

16. Although the approval process is not available online, the CCG's approach to General Data Protection Regulation (GDPR) and Data Protection Act (DPA) is available online. Please see the links provided for more information:

- <https://www.wirralccg.nhs.uk/media/7169/pol033-information-governance-data-security-and-protection-policy.pdf>
- <https://www.wirralccg.nhs.uk/media/5482/wirral-ccg-information-governance-staff-code-of-conduct.pdf>

We hope this information is useful, however if you require any further information please do not hesitate to contact a member of the Corporate Affairs Team (contact details at the top of this letter)

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