

Your Request:

- 1) What telephone system does the organisation use?**
- 2) How many users use the telephone system?**
- 3) Is the telephone system cloud based?**
- 4) When will the organisation next review their telephony contracts?**

Our Response:

Please find listed below the information held by each of the former CCG areas that now make up NHS Cheshire & Merseyside ICB in relation to the questions posed regarding the telephone systems used:

Cheshire

1, 2, 3 & 4) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU) are commissioned to provide ICT Services including the telephone systems to the former NHS Cheshire CCG area. You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: england.contactus@nhs.net.

Halton

1, 2, 3 & 4) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU) are commissioned to provide ICT Services including the telephone systems to the former NHS Cheshire CCG area. You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: england.contactus@nhs.net.

Knowsley

1, 2, 3 & 4) Information not held. Please be advised that Mid Mersey Digital Alliance (MMDA) are commissioned to provide ICT Services including the telephone systems to the former NHS Knowsley CCG area. You may therefore wish to re-direct your request for this information directly to MMDA who can be contacted via the following email address: enquiries@midmerseyda.nhs.uk.

Liverpool

- 1) Cisco / Mitel.
- 2) Cisco: 550 IP phones / Mitel: 281 IP phones
- 3) Information not held.
- 4) Cisco: June 2026 / Mitel: December 2022.

Sefton

- 1) Cisco.
- 2) 300 phones.
- 3) Information not held.
- 4) June 2026.

St Helens

1, 2, 3 & 4) Information not held. Please be advised that Mid Mersey Digital Alliance (MMDA) are commissioned to provide ICT Services including the telephone systems to the former NHS St Helens CCG area. You may therefore wish to re-direct your request for this information directly to MMDA who can be contacted via the following email address: enquiries@midmerseyda.nhs.uk.

Warrington

1, 2, 3 & 4) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU) are commissioned to provide ICT Services including the telephone systems to the former NHS Warrington CCG area. You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: england.contactus@nhs.net.

Wirral

1, 2, 3 & 4) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU) are commissioned to provide ICT Services including the telephone systems to the former NHS Wirral CCG area. You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: england.contactus@nhs.net.

Your Request:

- 5) Who is the main network provider the organisation uses for its mobile phones?**
- 6) How many employees have a mobile phone supplied by the organisation?**
- 7) What is the date that the organisation will next review its main mobile phone contract?**

Our Response:

Please find listed below the information held by each of the former CCG areas that now make up NHS Cheshire & Merseyside ICB in relation to the questions posed regarding the mobile phones used:

Cheshire

- 5) Vodafone.
- 6) 479 connections.
- 7) June 2023.

Halton

5, 6 & 7) Information not held. Please be advised that Mid Mersey Digital Alliance are commissioned to provide the mobile phone services, who are hosted by St Helens & Knowsley Teaching Hospitals NHS Trust (SHKTH). You may therefore wish to re-direct your request for this information directly to Mid Mersey Digital Alliance who can be contacted for Freedom of Information requests via SHKTH, on the following email address: foirequests@sthk.nhs.uk.

Knowsley

- 5) Vodafone.
- 6) 29 connections.
- 7) Monthly rolling contract.

Liverpool

- 5) Vodafone.
- 6) 152 connections.
- 7) January 2025.

Sefton

- 5) Vodafone.
- 6) 161 connections.
- 7) January 2025.

St Helens

- 5) Vodafone.
- 6) 192 connections.
- 7) Monthly rolling contract.

Warrington

- 5) Vodafone.
- 6) 70 connections.
- 7) July 2023.

Wirral

- 5) Vodafone.
- 6) 58 connections.
- 7) Monthly rolling contract.

Your Request:

8) What Video Conferencing Solutions does the organisation use?

9) Does the organisation run webinars or online events?

10) Does the organisation provide "click To chat" functionality on its website?

Our Response:

8, 9 & 10) NHS Cheshire & Merseyside ICB use Microsoft Teams video conferencing software for webinars and online events. NHS Cheshire & Merseyside ICB's website does not provide a 'click to chat' function.