



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 8th November 2021

Dear Richard Smith

Re: Freedom of Information Request 306-2021

Thank you for your email dated the 13th October 2021, requesting information in relation to IM&T Systems.

The information that you require is as follows:

- 1. Contact Centre/Call Centre Contracts (Contracts and Costs associating to all/any systems used to manage Inbound Contact from Patients.**
 - a) Do you have a call centre?**
No, our Trust does not have its own call centre. This service has always been provided via a Service Level Agreement with other NHS Trusts.
 - b) If yes, How many call centre/support agents do you have?**
N/A – Please see above
 - c) What is your average cost per call (annual)?**
N/A – Please see above
 - d) How many calls does your call centre receive (annual)?**
There have been 106,340 calls on behalf of the Clatterbridge Cancer Centre in the last year.

- 2. Inbound Network Services Contracts (by “Inbound Network Services”, I am referring to Inbound Call, Telephony and Email Management Services, and any other inbound channels used by Patients to make contact.)**
Inbound telephony is SIP with Gamma, eMail Management is NHS Mail (NHS Digital)

3. Website Traffic Spend/Analysis (even if hosted by an Agency)

a) Number of Visits per month (Average)

19,043 users on average in a 28-day period (based on 03/11/20 to 02/11/21)

b) Who is responsible for hosting/maintaining and managing the website(s)? Frank Health host and maintain the website and provide technical support and management. Our in-house Communications Team manage the content. UKFast provide the hosting.

c) Does your organisation's website(s) have an on-site search bar?

Yes

- What Content Management System is your site-search connected to (if so)?

Our website CMS is Concrete5

- What is the Search Bar Utilisation? (If known, % of Websitevisitors)

Information not held - this information is not recorded.

- Who is the Supplier/Owner of the on-site search on your website?

Frank Design LTD

Please send me the following information:

1. Incumbent Supplier for each of the contracts mentioned.

Please see above.

2. Annual Average Spend (over 3 years) for each supplier?

Average spend over the last 3 years is as follows:

- Franks Design = £21,626
- Inbound Network Services Contracts = £43,357
- Contact Centre/Call Centre Contracts = £100k

3. Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?

Franks Design Contract = James Crowther- Head of IT Operations

Inbound Network Services Contracts = James Crowther- Head of IT Operations

Contact Centre/Call Centre Contracts = Tom Pharaoh - Director of Strategy

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY.

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>

Kind regards

Margaret Moore
Information Governance Administrator
Contact Email: ccf-tr.foi@nhs.net