



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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

Date: 27 January 2021

Re: Freedom of Information Request
Ref: 05-2021

Thank you for your email dated the 5th January 2021 requesting information in relation to L&D and HR systems.

The information that you require is as follows:

Questions	Answers
Do you use an LMS (Learning Management System) within your organisation?	Yes. The Electronic Staff Record system (ESR) is the NHS national workforce system which includes learning management.
If yes, which organisation supplies this product/service to you?	IBM
Is your LMS supplied on a contract basis?	Yes, via a national contract.
If yes, please confirm when the current contract comes to an end	As this is a national contract, our Trust does not hold this information. The system is provided centrally to the Trust by NHS Business Services Authority. For further contract information please contact NHS Business Services Authority directly - mailto:nhsbsa.foirequests@nhs.net
Do you receive any other services from your LMS supplier? E.g. eLearning content	E-learning
Who is the key decision-maker for the aforementioned products/services?	Stephanie Thomas Head of Learning & OD
If possible, please provide their contact details	stephaniethomas3@nhs.net

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>