



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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

Date: 12 April 2022

Re: Freedom of Information Request
Ref: 121-2022

Thank you for your email dated the 5/4/2022, requesting information in relation to chatbots.

The information that you require is as follows:

- I. Total IT (information technology) budget for your organisation over the last three financial years (April to April) broken down by year

| FY - 2019/2020 | FY - 2020/2021 | FY - 2021/2022 |
|----------------|----------------|----------------|
| £3,784,616 | £3,503.689 | £5,338,803 |

- II. Does your organisation use chatbots? If so, how many? – No - Zero
- III. How many customer interactions have your chatbots conducted over the last three financial years, broken down by year? – n/a
- IV. Are you team given training on the use of chatbots? If so, can you provide details? – n/a

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,

The Information Governance Team
Contact Email: ccf-tr.foi@nhs.net