



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 22 August 2022

**Re: Freedom of Information Request**  
**Ref: 263-2022**

Thank you for your email dated the 22<sup>nd</sup> July 2022, requesting information in relation to Patient Service Requirements.

The information you require is as follows:

**1. Does the Authority Outsource its Patient Service Requirements (eg patient contact centre) and / or On-line Patient Portals, which may include / require the provision of staffing and / or the telephony systems used?**

**No**

**2. If yes which services are outsourced and how many staff deliver each of these services?**

**N/A**

**3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?**

**N/A**

**4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?**

**N/A**

**5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?**

**N/A**

**6. What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?**

**N/A**

7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?

Yes - DDCP (Digital Diagnostics Capability Programme) Cheshire and Merseyside NHS. Cheshire and Merseyside ICS developing regional SOC (Security Operations Centre)

-S2C (Share2Care)

-Cheshire Care Records (Graphnet)

-Wirral Care Records

8. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?

The Cost Improvement Programme target for 22/23 is £6.765m.

This represents 3% of overall budget.

We would like to retract the above statement as the percentage provided at the time was incorrect. The statement should read:

'This represents 4.5% of overall budget'

9. Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?

This information is available

[https://www.clatterbridgecc.nhs.uk/application/files/2216/5582/1449/FOI\\_12\\_0-2022\\_Transport\\_Services.pdf](https://www.clatterbridgecc.nhs.uk/application/files/2216/5582/1449/FOI_12_0-2022_Transport_Services.pdf)

10. Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?

Yes HCC, Patient Portal is for eCorrespondence (electronic letters).

11. What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?

N/A

12. What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?

<u>2018 - 2019</u>	<u>2019 - 2020</u>	<u>2020 - 2021</u>	<u>2021 - 2022</u>	<u>Total</u>
31154	32715	31986	33397	129252

13. Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years eg part of a 5-year plan?

James Crowther, Head of IT Ops.

Further contact details for this individual classify as personal information and are hence exempt under section 40 of the Freedom of Information Act.

**There is no specific budget for Digital Transformation.**

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://forms.office.com/r/eLzHXi49Ea>



Kind regards,

The Information Governance Team  
Contact Email: [ccf-tr.foi@nhs.net](mailto:ccf-tr.foi@nhs.net)