

Date: 21st March 2018

Re: Freedom of Information Request
Ref: 32-2018

Thank you for your email dated 27th February 2018 in relation to Managed Services.

The information that you require is as follows:

1. **Do you currently have Managed Service agreement in place, either in Cardiology, Radiology, Ultrasound or for Patient Monitoring?**

No

2. **If any such agreements are in place, who is your existing provider?**

N/A

3. **What is the scope of the agreement by department and by services offered?**

N/A

4. **When was the contract start date? When is the contract end date?**

N/A

5. **Have there been any measurable financial or operational benefits from the agreement and what are they?**

N/A

By Managed Service we understand any contract with a private provider which:

- **Spans multiple years**
- **Includes provision of technology and services**
- **Includes Service Level Agreements and KPIs**
- **Has an element of risk transfer for pricing and service delivery**
- **There is an element of performance risk transfer to the contracting party**

By patient monitoring we mean any bedside monitors used in General Ward, Critical Care, HDU, Theatres, etc. used to monitor the vital signs of the patients.

Please see an example here

<https://www.philips.co.uk/healthcare/solutions/patient-monitoring/patient-monitors>

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>