



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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

Date: 24 October 2019

Re: Freedom of Information Request
Ref: 289 - 2019

Thank you for your email dated the 10th October 2019, requesting information relating to paging solutions present throughout the Trust.

The information that you require is as follows:

Please can you confirm the status of any paging solutions present throughout the Trust, including contract renewal dates and contact details for any relevant stakeholders

The Clatterbridge Cancer Centre NHS Foundation Trust does not have its own paging service. This service is provided as part of the switchboard service provided to the Trust under Service Level Agreement by Wirral University Teaching Hospital NHS Foundation Trust. We would therefore advise you to contact them directly, detail of how you can do this can be found on their website - <https://www.wuth.nhs.uk/about-us/how-we-use-your-information/>

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>