



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

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

Date: 8 April 2020

Re: Freedom of Information Request
Ref: 62- 2020

Thank you for your email dated the 24th February 2020, requesting information relating to software systems and staff contact details.

The Clatterbridge Cancer Centre would like to apologise for our delay in getting this response to you within the 20 working day time frame given to us under the Freedom of Information Act 2000. Understandably, our Trust is having to prioritise other areas and adapt our usual approach to these requests during this pandemic. We would like to thank you for your patience and understanding with this during this extraordinary period, and are now in the position to provide you with the information that has been requested.

The information that you require is as follows:

My request is in 4 parts. Please tell me:

Part 1

- **What appointment booking and reminder system(s) does the Trust use, providing in each case:**
 - name of system and name of supplier
 - contract start and end dates
 - £K contract value per annum

The Trust does not use a booking and reminder system

- **How much is spent per annum on sending appointment letters?**
Section 12: Appropriate Limit

Following a scoping exercise by our Administrative Services Department, it has become evident that in order to meet the full requirements of this request, there would be a significant impact on both time and workload within the Trust. This information is not held centrally. Therefore, in order to collate this information would require a member of staff to search through a large number of records, and

manually extract the information required. It is estimated that this would take in excess of 18 hours cost limit stipulated for processing information under Section 12 of the Freedom of Information Act 2000. This represents an estimation of one person spending over 2.5 working days thus exceeding the appropriate limit

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the 'appropriate limit'. The 'appropriate limit' for the purposes of Section 12 is defined within The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, which for local authorities is £450, or 18 hours (at £25 per hour). As stated above, the time calculated in order to comply with your request has been calculated to exceed the costs limit and is therefore exempt under Section 12 of the Freedom of Information Act.

- How much is spent on SMS text messages per annum for appointment reminders?
Nil -The Trust does not use an SMS text messaging service
- How many DNAs were there for 2018/2019 and what did this cost the Trust?
There was 11,988 DNA appointments for 2018/2019 costing the Trust £1,567,911
- Who in the Trust is responsible for the appointment booking and reminder system(s), by Name, Job Title and email address?
Not Applicable, see answer to first part of section 1

Part 2

- What e-rostering and bank staffing system(s) does the Trust use, providing in each case:
 - name of system and name of supplier
 - contract start and end dates
 - £K contract value per annum
- How much is spent on SMS text messages per annum for bank staffing?
- Who in the Trust is responsible for bank staffing system, by Name, Job Title and email address?

	E-Roster	Bank
Supplier	Allocate	NHS Professional
System	E-Roster	NHSP
Contract start date	01.09.2019	01.07.2019
Contract end date	30.08.2022	30.06.2023
Contract value per year	** NB – Please see below	
SMS Text messages	Included in contract	Included in contract
Name of Responsible Officer	Kate Gillon Head of Transformation kate.Gillon@nhs.net	

****NB - Information is Commercial in Confidence - Section 43 of the Freedom of Information Act.**

Section 43 of the FOIA states 'information is exempt information if it constitutes a trade secret' and 'if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

When applying Section 43 we have to apply the public interest in withholding/disclosing this information. The use of this exemption is to be carefully considered. The factors in favour of disclosure of this information, including the general public interest and greater transparency and accountability, were carefully weighed against the need to allow suppliers and organisations the space to conduct their lawful business competitively and without fear of disclosure of sensitive commercial information. Supplying this information would identify individual pricing structures, and as a result could potentially prejudice the third parties ability to conduct their business in a competitive market. Therefore on this basis, the Trust feels that the information requested is justifiably exempt under Section 43 of the Act.

Part 3

- **What paging system does the Trust use, providing:**
 - name of system and name of supplier
 - contract start and end dates
 - £K contract value per annum
- **Is the Trust actively considering reducing paging costs by the use of mobile apps?**

- **Who in the Trust is responsible for the paging system, by Name, Job Title and email address?**

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 a 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/>

Part 4

- **What systems does the Trust use for:**
 - **PBX**
 - **How many extensions do you have?**
 - **Switchboard / Operator Console**
 - **How many positions do you use?**
 - **What is the Annual Contract/Maintenance value?**
 - **Contact Centre**
 - **How many seats are in use?**
 - **What is the Annual Contract/Maintenance value?**
 - **Speech Recognition Auto Attendant and what is the Annual Contract/Maintenance value?**
 - **Staff Directory**
 - **Call Logging**
 - **Who in the Trust is responsible for these telecoms systems, by Name, Job Title, email address?**

The Clatterbridge Cancer Centre NHS Foundation Trust does not have its own switchboard. This service is provided to the Trust under a 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.