

13 December 2021

Information Rights & Compliance Team
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Our Ref: FOI/04158

Thank you for your request concerning Service User Contact Systems.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1. Contact Centre/Call Centre Contracts (Contracts and Costs associating to all/any systems used to manage Inbound Contact from Patients.

a) Do you have a call centre?

Yes

b) If yes, How many call centre/support agents do you have?

72. This includes support staff and clinicians.

c) What is your average cost per call (annual) ?

This information is not recorded¹. Each call is dealt with on a case by case basis and dependent on varying factors.

d) How many calls does your call centre receive (annual)?

In 2020 we received 100,764 calls.

2. Inbound Network Services Contracts (by "Inbound Network Services", I am referring to Inbound Call, Telephony and Email Management Services, and any other inbound channels used by Patients to make contact.)

The inbound contact services we use are Inbound Call and Live Webchat / online PCMIS portal. All contacts hosted by the telephony provider.

¹ Section 1(1) Any person making a request for information to a public authority is entitled (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to him.

3. Website Traffic Spend/Analysis (even if hosted by an Agency)

a) Number of Visits per month (Average)

28,000

b) Who is responsible for hosting/maintaining and managing the website(s)?

Moore Wilson is responsible for hosting our public website but the information is managed by our Communications Department.

c) Does your organisation's website(s) have an on-site search bar?

Yes

- What Content Management System is your site-search connected to (if so)?

Umbraco

- What is the Search Bar Utilisation? (If known, % of Website visitors)

Umbraco does not provide any usage stats for the search. However the Search page has had 555 views - % of Total: 0.74% (75,346 page views in October)

- Who is the Supplier/Owner of the on-site search on your website?

The site search is powered by Examine, which is one of the component parts of the Umbraco content management system.

4. Please send me the following information:

a) Incumbent Supplier for each of the contracts mentioned.

Please see above.

b) Annual Average Spend (over 3 years) for each supplier?

Year	Moore Wilson Total £
2018/19	53,724
2019/20	89,478
2020/21	74,354

c) Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?

All our management contact details can be obtained through [Binley's Database of NHS Management²](#).

² Section 21 – Information is available through other means

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

