

FoI request re: Appointment bookings/E-rostering/paging systems**Ref: 20-CM-2303**

Thank you for your request for information relating to appointment and reminder system and e-rostering, paging systems.

This was received on 24 February 2020 and has been dealt with under the terms of the Freedom of Information Act 2000.

Please find our responses below:

Request 1:

What appointment booking and reminder system(s) does the Trust use, providing in each case:

-name of system and name of supplier: [Medway, SystemC](#)

-contract start and end dates: [2012 to April 2022](#)

-£K contract value per annum:

[Commercially sensitive information relating to contract value has not been disclosed here as we consider that Section 43 \(2\) 'prejudice to the commercial interests of any party' of the FOI act is engaged. Disclosure of this information could distort competition between other providers and result in less competitive quotes. The likely consequence of this would be an increased cost to the trust. We have considered how the public interest might apply, and although recognising that there is a strong public interest in openness, there is a greater public interest in ensuring an ability to obtain best value for money.](#)

Request 2:

How much is spent per annum on sending appointment letters? [We do not hold this information.](#)

Request 3:

How much is spent on SMS text messages per annum for appointment reminders?

[£60 p.a](#)

Request 4:

How many DNAs were there for 2018/2019 and what did this cost the Trust?

[We can neither confirm nor deny whether some of the information you have requested is held by the Trust in its entirety. This is because the information requested is not held in an easily retrievable format, but may be recorded in individual health records. In order to confirm whether this information is held we would therefore have to individually access all health records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all health records and then extracting relevant information would take longer than the 18 hours allowed for.](#)

Request 5:

Who in the Trust is responsible for the appointment booking and reminder system(s), by Name, Job Title and email address?

Whittington Health NHS Trust

Interim Chair: Anu Singh Chief Executive: Siobhan Harrington

Please note that Whittington Health is not able to pass on personal contact details concerning members of staff who are not already available in the public domain on the Whittington Website:

<http://www.whittington.nhs.uk/>

Should you wish to contact our directors, please call our switchboard 020 7272 3070.

Request 6:

What e-rostering and bank staffing system(s) does the Trust use, providing in each case:

-name of system and name of supplier: [Healthroster, Allocate](#)

-contract start and end dates: [Oct 2015 \(Electronic Nurse Rostering\) end date May 2020 Apr 2017 \(HealthMedics\) –Mar 2020](#)

-£K contract value per annum:

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Request 7:

How much is spent on SMS text messages per annum for bank staffing?

This isn't currently available although we are looking in to providing account arrears, if I were to hazard a guess I'd say ~£7,000 p.a

Request 8:

Who in the Trust is responsible for bank staffing system, by Name, Job Title and email address?

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Request 9: GARY

What paging system does the Trust use, providing:

-name of system and name of supplier: [Multitone](#)

-contract start and end dates: [end March 2023](#)

-£K contract value per annum:

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Request 10:

Is the Trust actively considering reducing paging costs by the use of mobile apps?

Whittington Health NHS Trust

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This request does not fall within the scope of the Freedom Of Information Act 2000. The FOIA does not require the Trust to answer questions, render opinions, or provide subjective evaluations. Requesters must ask for existing records.

Request 11:

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

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Request 12:

What systems does the Trust use for PBX? *Mitel and iSDX*

Request 13:

How many extensions do you have? *4500*

Request 14:

What systems does the Trust use for Switchboard / Operator Console? *iSDX*

Request 15:

How many positions do you use? *Differs for the time of day, there are six positions however they are rarely all used at the same time, a general rule is:*

7am-9am = 2

9am-5pm = 4

5pm – 10pm =2

10pm – 7am = 1 or 2

Request 16:

What is the Annual Contract/Maintenance value?

Commercially sensitive information relating to contract value has not been disclosed here as we consider that Section 43 (2) 'prejudice to the commercial interests of any party' of the FOI act is engaged. Disclosure of this information could distort competition between other providers and result in less competitive quotes. The likely consequence of this would be an increased cost to the trust. We have considered how the public interest might apply, and although recognising that there is a strong public interest in openness, there is a greater public interest in ensuring an ability to obtain best value for money.

Request 17:

What systems does the Trust use for Contact Centre? *Netcall*

How many seats are in use? *Approximately 40 seats*

Request 18:

What is the Annual Contract/Maintenance value?

Commercially sensitive information relating to contract value has not been disclosed here as we consider that Section 43 (2) 'prejudice to the commercial interests of any party' of the FOI act is engaged. Disclosure of this information could distort competition between other providers and result in less competitive quotes. The likely consequence of this would be an increased cost to the trust. We have considered how the public interest might apply, and although recognising that there is a strong public interest in openness, there is a greater public interest in ensuring an ability to obtain best value for money.

Request 19:

Whittington Health NHS Trust

Interim Chair: Anu Singh Chief Executive: Siobhan Harrington

What systems does the Trust use for Speech Recognition Auto Attendant and what is the Annual Contract/Maintenance value?

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Request 20: RICHARD MEGROFF

What systems does the Trust use for Staff Directory?

The Staff Directory is integrated within the Trust's Intranet system

Request 21:

What systems does the Trust use for Call Logging? Oak

Request 22:

Who in the Trust is responsible for these telecoms systems, by Name, Job Title, email address?

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Should you wish to contact our directors, please call our switchboard 020 7272 3070.

I hope you find this information useful. Please quote the above reference in any further communication on this matter.

If you require any further assistance, please do not hesitate to contact me by email or at the address shown below.

Yours sincerely

FOI Coordinator
Freedom of Information Office

Whittington Health
Highgate Wing, Level 5
Magdala Avenue
London, N19 5NF
foi.whitthealth@nhs.net



If you are dissatisfied with this response, Whittington Health operates a complaints procedure, details of which can be found below:

FOI Complaints:

In the first instance, write to:

Director Lead for Information Governance

Chief Operating Officer

If you remain dissatisfied with the Trust's response, you may write to:

Information Commissioner's Office

Wycliffe House
Water Lane

Whittington Health NHS Trust

Interim Chair: Anu Singh Chief Executive: Siobhan Harrington

Jenner Building
Magdala Avenue
London
N19 5NF
020 7288 5255

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Whittington Health NHS Trust

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