28 June 2019

Re: Request for information under the Freedom of Information Act 2000

Thank you for your email, dated 24 June 2019, making a request under the Freedom of Information Act 2000 for access to information which may be held by NHS Greater Preston Clinical Commissioning Group (CCG).

Please find detailed below NHS Greater Preston CCG’s response to your request, which is formatted as follows:-

1. Details of NHS Greater Preston CCG’s decision in regard to the information requested.
2. A schedule of all the records covered by your request.
3. A statement concerning copyright and re-use of public sector information.
4. Details of how you can appeal this decision should you wish to do so.

This letter addresses each of these parts in turn:-

1. Decision

   I can confirm that NHS Greater Preston CCG holds part of the information requested.

2. Schedule of records/FOI response

   Request:
   Contract Type: Maintenance, Managed, Shared (If so please state orgs)
   Existing Supplier: If there is more than one supplier please split each contract up individually.
   Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider
   Hardware Brand: The primary hardware brand of the organisation’s telephone system.
   Contract Duration: please include any extension periods.
   Contract Expiry Date: Please provide me with the day/month/year.
   Contract Review Date: Please provide me with the day/month/year.
   Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.
   Telephone System Type: PBX, VOIP, Lync etc
Contract Description: Please provide me with a brief description of the overall service provided under this contract. 

Go to Market: How were these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes. 

Contact Detail: Of the person from within the organisation responsible for each contract full contact details including full name, job title, direct contact number and direct email address. 

Response: The CCG does not hold this information. NHS Midlands and Lancashire Commissioning Support Unit (CSU) are commissioned to provide all the CCG’s IT and telephony services. It is suggested that you redirect your request to NHS England, which handles FOI requests on behalf of the CSU. You can email NHS England at: england.contactus@nhs.net (writing ‘Freedom of Information request’ in the subject bar). 

Request: Number of telephone users: 

Response: Approx 110. It should be noted that NHS Greater Preston CCG shares its staff with NHS Chorley and South Ribble CCG. 

3. Copy and reuse of public sector information provided in FOI response 

Most of the information provided by NHS Greater Preston CCG in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In the majority of cases the information will be owned by NHS Greater Preston CCG. The copyright for other information may be owned by another person or organisation, as indicated in the information itself: in this case you must apply to the copyright owner to obtain their permission. 

You are free to use any information supplied for your own use, including for non-commercial research purposes. It may also be used for the purposes of news reporting. However, any other type of re-use, for example, by publishing the information or issuing copies to the public will require the permission of the copyright owner. 

4. Right of appeal to FOI response 

If you are dissatisfied with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you are entitled to complain in the following way: 

Initially you should complain in writing to the freedom of information officer, either by email on gpccg.foi@nhs.net or post to Chorley House, Lancashire Business Park, Leyland, PR26 6TT, specifying why you feel you have been wrongly denied access to the information requested. The freedom of information officer will ensure your complaint is investigated under NHS Greater Preston CCG’s internal processes and provide you with a written response within 20 working days.
If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner’s Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Greater Preston CCG.

Yours sincerely

Helen Curtis
FOI Lead
Head of Quality and Performance