

Ref: FOI/GS/ID 7011

**Please reply to:**  
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Trust Management  
Maidstone Hospital  
Hermitage Lane  
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ME16 9QQ  
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[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

24 November 2021

## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Contact Centre or Call Centre Contracts, Inbound Network Services Contracts and Website Traffic Spend/Analysis.

*You asked:*

*1. Contact Centre/Call Centre Contracts (Contracts and Costs associating to all/any systems used to manage Inbound Contact from Patients. (i.e. Call/Telephony Management Systems, Email Management Services/software, Help Desk Agents and Hotlines etc.)*

*a) Do you have a call centre?*

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

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

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

*1.1. Incumbent Supplier: For each of the contract(s) can you please provide me with the supplier of the Contract?*

*1.2. Annual Average Spend: the annual average (over 3 years) spend for each supplier?*

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

*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.)*

*2.1. Incumbent Supplier: For each of the contract(s) can you please provide me with the supplier of the Contract?*

*2.2. Annual Average Spend: the annual average (over 3 years) spend for each supplier?*

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

3. *Website Traffic Spend/Analysis (even if hosted by an Agency)*
  - a) *Number of Visits per month (Average)*
  - b) *Who is the supplier/agency/internal stakeholder responsible for hosting/maintaining and managing the website(s)?*
  - c) *Does your organisation's website(s) have an on-site search bar?*
    - i. *What Content Management System is your site-search connected to (if so)?*
    - ii. *What is the Search Bar Utilisation? (If known, % of Website visitors)*
    - iii. *Who is the Supplier/Owner of the on-site search on your website?*
- 3.1. *Incumbent Supplier: For each of the contract(s) can you please provide me with the supplier of the Contract?*
- 3.2. *Annual Average Spend: the annual average (over 3 years) spend for each supplier?*
- 3.3. *Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?*

*Please send me the following information:*

1. *Incumbent Supplier: For each of the contract(s) can you please provide me with the supplier of the Contract?*
2. *Annual Average Spend: the annual average (over 3 years) spend for each supplier?*
3. *Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?*

Trust response:

1.
    - a) Yes, call centre in house (Trust) using Liberty Netcall and ARC Database
    - b) 530
    - c) This information is exempt under Section 43 of the Act
    - d) 600000 calls a year
      - 1.1. Netcall Telecom Limited and Block solutions Ltd (managed service for ARC)
      - 1.2. £143,582 over the three years requested. Further information will not be released under Section 43 of the Act.
- The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the companies ability to win new business opportunities for their services and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

### Supplier Transactions

All NHS bodies are required to publish details of individual invoices and transactions that are over £25,000. This is in response to guidance from HM Treasury which sets out the scope of the data. Details can be found on our website using the following link: [www.mtw.nhs.uk/about-us/our-quality-story/finance/](http://www.mtw.nhs.uk/about-us/our-quality-story/finance/)

1.3. Sue Forsey - IT Director, email: [sue.forsey@nhs.net](mailto:sue.forsey@nhs.net)

2.

2.1 NHS Mail for MTW. NHS Mail is centrally funded and provided by Accenture.

The Inbound call services are supplied by Gamma we have two SIP trunks and each SIP trunk has thirty channels.

2.2. NHS mail - Centrally funded - see Q2

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2. 3. Sue Forsey - IT Director, email: [sue.forsey@nhs.net](mailto:sue.forsey@nhs.net)

3.

a) 20,000 visits, 284,000 page views

b) Red Bullet and The Trust's Communications Team

c) Yes

i. WordPress

ii. 0% for recent month due to technical issues.

iii. Red Bullet

3.1. Red Bullet

3.2. The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

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3.3. Tasha Gardner and Owen Thompson