

Information Governance

The Green
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Russia Lane
London
E2 9NJ

Email elft.foi@nhs.net

Website: <https://www.elft.nhs.uk>

27 April 2021

Our reference: FOI DA3675

I am responding to your request for information received 22 January 2021. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Chair: Mark Lam

Chief Executive: Paul Calaminus

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Request:

Dear Sir/Madam,

I am writing to you under the Freedom of Information Act 2000 to request the following information please, regarding your current contractual and supply chain arrangements for the following categories:

- **Provision of online payment acceptance – e.g. online website payments or payment portals**
- **Provision of point of sale card/EPOS machines – e.g. as found in payment offices or reception areas**
- **Provision of MOTO (Mail Order and Telephone Order) payment acceptance**
- **Provision of Direct Debit services**
- **Provision of over the counter payment services, e.g. as used to make payments in Post Office & Pay Point outlets (if relevant)**
- **Merchant Acquirer services**

I would appreciate you providing the following for each of the above points, by completing the attached spreadsheet:

- **Current supplier/s names**
- **Scope of current Contract**
- **Contract End Date**
- **Approximate date of your next sourcing/tender exercise**
- **Annual Value of the Contract**
- **Annual transaction volume & value, where known**
- **Contact details of the member(s) of Staff responsible for payment collection**

Answer: East London NHS Foundation Trust's payments processing is outsourced to NHS Shared Business Services.

- **Current supplier/s names**
 - NHS Shared Business Services (NHS SBS)
- **Scope of current Contract**
 - Finance & Accounting (F&A)
 - Purchase to Pay (procurement and paying suppliers) P2P
 - Order to Cash (collecting income) O2C
- **Contract End Date**
 - 31 March 2022
- **Approximate date of your next sourcing/tender exercise**

The Trust has reviewed your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the FOI Act states:

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.

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This information is not held and therefore cannot be disclosed.

- Annual Value of the Contract
 - £547,000
- Annual transaction volume & value, where known
 - AP 50,400 invoices
 - AR 3,264 invoices
 - Proc 35,852 PO lines
- Contact details of the member(s) of Staff responsible for payment collection
 - Dipesh Varsani (Accounts Receivable) is responsible for payment collection. His email address is dipesh.varsani@nhs.net

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