

Information Governance

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

4 October 2021

Our reference: FOI DA3903

I am responding to your request for information received 29 July 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 Trust,

I would like to submit a FOI request for IT and Telephony services used by your Trust. Please find attached a spreadsheet with my questions.

Question 1. Trust Name and Address

Answer: East London NHS Foundation Trust
Robert Dolan House
Trust Headquarters
9 Alie Street,
London E1 8DE

Question 2. Which PBX system do you use at the Trust (e.g. CISCO)?

Answer: Cisco VOIP – via Virgin.

Question 3. How many phone lines does the Trust have with call waiting?

Question 4. How many softphone users does the Trust have?

Answer: The Trust has reviewed questions 3 and 4 of your request. Section 12(1) of the Freedom of Information Act 2000 states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

The Trust has reviewed your request for information and in order to collate this information, staff would have to review every phone line the Trust manages.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

Question 5. When is the next PBX contract renewal date for the Trust?

Answer: August 2022.

Question 6. How many Freephone or non-geographic numbers do the Trust have?

Answer: 2421.

Question 7. Which provider does the trust use for Freephone and non-geographic numbers?

Answer: BT, Virgin, Mainstream

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Question 8. When is the next contract renewal date for the Trust with the Freephone and non-geographic number provider?

Answer: August 2022.

Question 9. Which telehealth solution do the Trust use (e.g. Attend Anywhere, GoToMeeting Health, etc)

Answer: Attend Anywhere
WebEx
Clinic.co
AccuRx

Question 10. Which virtual meeting platform do the Trust use (e.g. MS Teams, GoToMeeting, Zoom, etc)

Answer: Clinic.co
AccuRx
MS Teams
Attend Anywhere
WebEx
Zoom

Question 11. Which Anti-virus software do the Trust use

Answer: Sophos Central

Question 12. What password software does the Trust use (e.g. Imprivata or LastPass Corporate)

Answer: Imprivata and SpecOps

Question 13. What remote support software do the trust use? (RDP, LogMeIn, etc)

Answer: Cisco VPN

Question 14. When is the next contract renewal date?

Answer: 2023

**Question 15. Who is the Trusts technical lead for telephony services?
Please can an email address be provided for the technical lead for telephony
Please can a telephone number be provided for the technical lead for telephony**

Answer: The Trust does not have a single point of contact currently.

**Question 16. Who is the Trusts financial decision maker for telephony services?
Please can an email address be provided for the Telephony financial decision maker
Please can a telephone number be provided for the Telephony financial decision maker**

Answer: Philippa Graves, Chief Digital Officer philippa.graves1@nhs.net 0207 655 4000.

**Question 17. Who is the Trusts technical lead for IT Networks?
Please can an email address be provided for the technical lead?
Please can a telephone number be provided for the technical lead?**

Answer: This would be covered by the Chief Technology Officer, which is currently vacant.

**Question 18. Who is the Trusts IT financial decision maker for virtual meeting platform services?
Please can an email address be provided for the IT financial decision maker?
Please can a telephone number be provided for the IT financial decision maker?**

Answer: Philippa Graves, Chief Digital Officer philippa.graves1@nhs.net 0207 655 4000.

**Question 19. Who is the Trusts security lead for IT?
Please can an email address be provided for the security lead?
Please can a telephone number be provided for the security lead?**

Answer: This would be covered by the Chief Technology Officer, which is currently vacant.