

**Information Governance**

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

11 May 2023

**Our reference: FOI DA4512**

I am responding to your request for information received 22 December 2022. I am sincerely 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](http://www.ico.org.uk)

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We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor

**Request:**

**Question 1: What mobile software does your Trust use for:**

- a. **Communication**
- b. **Chats**
- c. **Sending and receiving photos**

**Answer:** East London NHS Foundation Trust uses Charity Digital platform for messaging staff. For sending and receiving photos the Trust uses free file transfer sites or use design company's ftp platforms to transfer photos.

Remote consultation system provider (e.g. video and online consultations)

Zoom

Teams

WebEx

AccuRex

Attend AnyWhere

Clinic. Co.

Clinical communications system

Pando

**Question 2: How much was invested in the software?**

**Answer:** Please see table below:

<b>Name</b>	<b>Supplier Name</b>	<b>2021/2022 spend</b>
Zoom	Zoom Video Communications INC	£38646.04
Teams	Trustmarque Solutions LTD	£225,294.36  Please note, there is no specific charge for Microsoft Teams. This cost is for full MS office suite including MS teams.
WebEx	Cisco	NIL
AccuRex	AccuRex	NIL
Attend AnyWhere	Attend Anywhere / Induction Healthcare Group	NIL
Clinic. Co.	Clinic.co	NIL
Pando	Forward Clinical LTD	£23995.20



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