

Freedom of Information request 015913

23/11/21

1. Contact Centre/Call Centre Contracts (Contracts and Costs associating to all/any systems used to manage Inbound Contact from Patients.

a) Do you have a call centre? - Yes

b) If yes, How many call centre/support agents do you have? - 23

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

**UK Geographic Calls**

**Destination - Direct Access**

	min call chrg	Day	Evening	Weekend
Local	0.00	0.60	0.55	0.55
National	0.00	0.60	0.55	0.55

ex-TW network billing engines only

**UK Mobiles Calls**

**Direct Access**

	min call chrg	Day	Evening	Weekend
O2	0.00	6.95	6.00	6.00
T Mobile	0.00	9.60	4.85	4.85
Orange	0.00	8.45	6.00	6.00
Vodafone	0.00	9.70	3.50	3.50
3 Mobile	0.00	17.85	12.55	12.55

d) How many calls does your call centre receive (annual)? - Year 2020 there were 84,477 calls into the call centre

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.)

ISDN30 Contract via Virgin Media

3. Website Traffic Spend/Analysis (even if hosted by an Agency)

a) Number of Visits per month (Average) - 2500 per month

b) Who is responsible for hosting/maintaining and managing the website(s)? Internal development – Dudley Group NHS Foundation Trust IT Department

c) Does your organisation's website(s) have an on-site search bar? - Yes

- What Content Management System is your site-search connected to (if so)? - Wordpress

- What is the Search Bar Utilisation? (If known, % of Website visitors) - Not known

- Who is the Supplier/Owner of the on-site search on your website? - Wordpress

Please send me the following information:

1. Incumbent Supplier for each of the contracts mentioned. - Virgin Media

2. Annual Average Spend (over 3 years) for each supplier? - ISDN30 - £13500.00

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

Patient Access Department Manager

IT Relationship Manager