

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 13 October 2021.

I am pleased to confirm the following.

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?
- 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)?

We do not use any call centres for inbound calls.

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.)

We do not use any call centres for inbound calls.

3. Website Traffic Spend/Analysis (even if hosted by an Agency)**a) Number of Visits per month**

Approximately 63k per month

b) Who is responsible for hosting/maintaining and managing the website(s)?

External company, Phew, host and support. The in-house communications team manage the site.

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

Yes

d) What Content Management System is your site-search connected to?

Search bar is integrated by with our CMS (Wordpress)

e) What is the Search Bar Utilisation? (If known, % of Website visitors)

Not Known

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

Phew developed the website and accompanying search bar.

4. Please send me the following information:

1. Incumbent Supplier for each of the contracts mentioned.
2. Annual Average Spend (over 3 years) for each supplier?
3. Who is the senior officer (outside of procurement) responsible for these contract areas (including website)?

N/A

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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