

05 March 2025

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Friday 28 February 2025. I am pleased to confirm the following.

What system are you using to service your patients via your help desks?

Cisco Unified Contact Center Express, UCCX

How many employees are servicing your help desks?

22.51 WTE (however they also undertake many other duties)

Do you have a Private Patient Unit? If so, how many employees are servicing your private patient unit?

No

What system are you using within your private patient unit to service your patients?

N/A

What is the value & expiry date of your current contract/license? What are the extension options?

£25K PA. Feb 27. No extension options.

Do you have any plans to review (upgrade/change) this system?

Not currently

Please be advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to copyright and the Re-Use of Public Sector Information Regulations (1st July 05) and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

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

Information Governance Administrator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

Any re-use of this information will be subject to the
'Re-use of Public Sector Information Regulations' and best practice.