

FOI REF: 25/898

13th January 2026

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

Please respond to the following questions about your Core Systems:

- 1. Who is the vendor for your Contact centre system or patient contact system that is currently in place?**

Company is NTT, the Contact Centre is tied into our phone system. It is not managed or contracted separately.

- 2. How many contact centre agents or call handlers do you have?**

We have a potential of 176 “agents”, split over multiple individual Contact Centre setups for different departments.

- 3. When is your contract centre contract expiry date or renewal?**

There is NOT a specific contract for the Contact Centres. It is partly internally managed and linked in with the whole phone systems maintenance. The NTT contract end date is 31st March 2026.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

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Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net