

Our Ref: ID 2038

NHS Wirral Clinical Commissioning Group
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Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000, which was received into this office on the 24th December 2021.

You Asked for:

1. What Applications and versions are you running and what was the value of the contracts for:
 - a. Finance?
 - b. HR?
 - c. Payroll?
 - d. Projects?
 - e. Business Intelligence Software Tools?
2. Are you planning a IT system upgrade in the next 12-18 months?
3. How many Full Time Employees do you have (excluding employees at Schools)?
4. Which Enterprise Resource Planning (ERP) or Finance system do you currently use?
 - a. What is the value & expiry date of your current contract/licence? What are the extension options?
5. How many Finance system users do you have?
6. How many Purchasing system users do you have?
7. Which Supply Chain Management (SCM) System do you currently use?
 - a. What is the value & expiry date of your current contract/licence? What are the extension options?
8. Which Enterprise Performance Management (EPM), Scenario Planning or Strategic Modelling system do you currently use?
9. What is the value & expiry date of your current contract/licence? What are the extension options?
10. Which Human Capital Management (HCM) or HR system do you currently use?
 - a. What is the value & expiry date of your current contract/licence? What are the extension options?
11. How many HR system users do you have?
12. Do you have a Digital Transformation Strategy?
13. What parts of your Digital Transformation Strategy are you looking to implement in the next 12-18 months?
14. Do you have any plans to migrate to a fully integrated, fully cloud based back-office system in the next two years?
15. Do you have an Oracle support partner for applications? If so who?
 - a. What kind of support is included in the contract (functional/technical/etc.?)

- b. When does it expire?
- 16. Are you running any Oracle Databases?
 - a. If so, what versions are you currently running?
 - b. What applications are being run on these Databases?
 - c. Are you planning another Database upgrade in the next 12-18 months?
- 17. Do you have an Oracle support partner for Databases? If so who?
 - a. What is the per annum value of the database support contract?
 - b. When does it expire?
 - c. Where are the databases held? Hosted, onsite/offsite?
 - d. If not, how many in-house DBAs do you have?
- 18. Where do you advertise any Oracle procurement opportunities?
 - a. Who is responsible for looking after the contract for the Oracle estate?
 - b. Who is responsible for looking after the licenses for the Oracle estate?
 - c. When does this contract renew?
 - d. Do you work with off-shore partners?
- 19. Have you considered using a Software as A Service solution and not yet moved to one? Do you currently work with any partners in this space?
- 20. At what level are decisions made around procuring software and services such as video conferencing?
- 21. We request for you to provide contact details of all chief decision makers regarding your technology through your organisation?
- 22. We would like to know if you are currently using video consultation technology? If so, what suppliers and software are you using, what is the costing structure / breakdown and when is it up for renewal? Who funds it?
- 23. We would like to know if you are currently using online consultation technology? If so, what suppliers and software are you using, what is the costing structure / breakdown and when is it up for renewal? Who funds it?
- 24. Are you aware of or going to take up the funding offered by NHS England to do/improve online consultation sessions?
- 25. What do you see as the biggest benefit of online consultations and video consultations and what do you look for in one?
- 26. What is your strategy for online and video consultations over the next 12-18 months?
- 27. How many patients would you expect to use an online service and a video consultation?
- 28. Does your current system have the ability to perform triage pre consultation and would you want that capability?
- 29. Would you be prepared to pay more than the current NHS subsidy level (e.g. 30p per patient) if there were additional features that would be of benefit?

Our Response:

- 1. Please see below for further information:
 - a. Oracle ISFE, is a contract owned by NHS England, and managed by NHS Shared Business Services (SBS).
 - b. NHS Wirral Clinical Commissioning Group (CCG) procure HR Services from Midlands and Lancashire Commissioning Support Unit (MLCSU) and uses the national NHS Electronic Staff Record (ESR) system for all HR and workforce data and reporting.
 - c. This contract is outsourced to the Countess of Chester Hospital NHS Foundation Trust.
 - d. Not applicable.
 - e. The contract of Business Intelligence (BI) Software applications including licenses are annually renewed. Power BI costs £50,000 and EMIS Enterprise costs £21,000.

2. No upgrades are planned until the Cheshire and Merseyside Integrated Care System (ICS) is in place, then it will be as per the Integrated Care Board (ICB) Digital and Technology strategy/plan.
3. 75
4. Oracle.
 - a. This is a managed service provided by MLCSU utilising NHS SBS nationally agreed contract.
5. This is a managed service, therefore, not applicable.
6. Please see the answer to question number 5.
7. None.
 - a. Not applicable.
8. None.
9. Not applicable.
10. ESR (Oracle).
 - a. This is a managed service via MLCSU.
11. This is a managed service via MLCSU.
12. No.
13. Not applicable.
14. No.
15. This is a managed service via MLCSU utilising the NHS SBS contract.
16. This is a managed service, therefore, not applicable.
17. This is a managed service, therefore, not applicable.
18. Not applicable.
19. No.
20. In Cheshire and Merseyside, decisions are made at a regional level, guided by NHS England and the Improvement Digital Technology Team.
21. Please see below for key contacts:
 - Managed services provider MLCSU Head of IT (North) – Stephen Lord (itfoi.mlcsu@nhs.net)
 - NHS Wirral CCG Head of Procurement/Contracts – Siju George (WICCG.InTouch@nhs.net)
22. Video consultations are part of the eConsult contract funded by NHS Wirral CCG/NHS England. The current contract runs to June 2022. The costing structure is pence per patient.
23. Please see the answer to question 22.
24. Please see the answer to question 22.
25. Benefits include an ease in functionality for clinicians and patients, with robust clinical governance.
26. NHS Wirral CCG, in conjunction with NHS England, is due to commence a procurement for online/video consultations shortly. This will be led by NHS England and the NHS Improvement Digital Technology Regional Team.
27. The service is and would continue to be accessible to all Wirral patients as they choose.
28. Yes, online consultations and video consultations predominately supports triage of requests for both clinical and administrative contacts.
29. Yes, this could be considered.

We hope this information is useful, however, if you require any further information, please do not hesitate to contact a member of the Corporate Affairs Team, (contact details at the top of this letter).

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