

20 November 2017

Wellington House
133-155 Waterloo Road
London SE1 8UG

By email

[REDACTED]

T: 020 3747 0000
E: nhsi.enquiries@nhs.net
W: improvement.nhs.uk

Dear [REDACTED]

Request under the Freedom of Information Act 2000 (the “FOI Act”)

I refer to your email of **23 October 2017** in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, Monitor and the NHS Trust Development Authority have been operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the TDA.

Your request

You made the following request:

“I am writing to you under the Freedom of Information Act 2000 to request the following information from the committee:

- 1. We request contact details of all Chief Decision Makers regarding your Technology and Innovation throughout your organisation.*
- 2. We would like to know if you are currently using any Video Conferencing Technology?*
- 3. Have you invested in any Video Conferencing Hardware? If yes – What Video Conferencing Hardware have you invested in?*
- 4. Do you use any Video Software?*
- 5. Do you currently have a contract in place to supply you Video Conferencing Hardware?*
- 6. Do you currently have a contract in place to supply you Video Conferencing Software?*
- 7. If applicable, when does your current contract end?”*

Decision

NHS Improvement holds the requested information and has decided to release some of this information as set out below. We have numbered the above request for ease of reference.

Question 1

Peter Sinden is the Chief Technology Officer for NHS Improvement and is responsible for technology and innovation. There is another member of staff who is responsible for decision making for technology and innovation. NHS Improvement has decided to withhold the name of this individual on the basis of the exemption in section 40 of the Freedom of Information Act 2000.

Section 40- personal information

The information is being withheld from disclosure under section 40(2) of the FOI Act on grounds that it is personal data and that the first condition of section 40(3)(a) is satisfied, namely that disclosure would amount to a breach of data protection principles (personal data should be processed fairly and lawfully). There is a reasonable expectation that staff below the level of very senior manager would not have their details disclosed in such manner.

Section 40 is an absolute exemption and consideration of the public interest in disclosure is not required.

Question 2

NHS Improvement uses a mixture of hardware Cisco units with UCI2i as a bridge and Skype for Business.

Question 3

NHS Improvement has invested in a mixture of Cisco units.

Question 4

In relation to software based VC, NHS Improvement uses Skype for Business and UCI2i.

Question 5

NHS Improvement purchases all hardware outright and support is provided under contract with Internet Video Communications (IVC).

Question 6

Video conferencing software is purchased through IVC for our UCI2i licenses.

Question 7

The current contract with IVC expires on 31 January 2018.

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to nhsi.foi@nhs.net.

Publication

Please note that this letter will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

NHS Improvement