

26 July 2017

Wellington House
133-155 Waterloo Road
London SE1 8UG

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

By email [REDACTED]

Dear [REDACTED]

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

I refer to your email of **5 July 2017** in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, Monitor and the NHS Trust Development Authority “NHS TDA” are operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the NHS TDA.

Your request

You made the following request:

“I would like to request the following information:

- 1. Dates, times, and durations of all video-conferences undertaken between NHSI and trusts since 1st April 2017 until 5th July 2017 inclusive please highlight if these were scheduled or unplanned.*
- 2. The full list of dates and times recovered from the call log of all videoconferencing machines used by NHSI and trusts.*
- 3. Approximate figures for the cost of one typical videoconferencing unit and the number of these in use.”*

Decision

NHS Improvement holds information relevant to your request and has decided to release this.

In response to questions 1 and 2, NHS Improvement uses a number of platforms to make video calls, including: Skype for Business; online video conferencing platforms including Powwownow; and fixed units in meeting rooms which are used directly.

Calls made via the first two systems mentioned use an internet connection rather than appearing on a call log. Users of Skype can participate in a video call using a conference ID

number, rather than providing their names. We do not log which participants attended each call i.e. whether or not a representative from a trust participated.

NHS Improvement staff are based in a number of offices, including three sites in London (Wellington House, Skipton House and Southside) and seven sites across England (Quarry House, Leeds; Piccadilly Place, Manchester; South West House, Taunton; Waterfront, Newcastle Upon Tyne; St Chad's, Birmingham; Cardinal Square, Derby; and Victoria House, Cambridge). Fixed video conferencing units are available in numerous meeting rooms in these various offices across the country. We pay per unit rather than per call, as explained below, and this equipment is managed by IVC Technologies Ltd. Although some calls may be scheduled in attendees' calendars, we have no log of which calls took place in reality and which parties actually attended each call.

In response to question 3, the cost of one videoconferencing unit depends upon the screen and equipment used, which varies according to room size. Units cost between £3,000 to £6,000+VAT. In Wellington House we have 20 video conferencing units. We also have access to meeting rooms on floors occupied by the Department of Health. We do not hold details of the cost of the video conferencing equipment in those rooms.

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