

Your Request:

1) Telephony and UC/ Collaboration

a) Please confirm the manufacturer of your telephony system(s) that are currently in place

b) When is your contract renewal date?

c) Who maintains your telephony system(s)?

d) Do you use Unified Communications or Collaboration tools , if so which ones?

Our Response:

Please find listed below the information held by each of the former CCG areas that now make up NHS Cheshire & Merseyside ICB in relation to the questions posed regarding the telephone systems used:

Cheshire

1a - d) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU) are commissioned to provide ICT Services including the telephone systems to the former NHS Cheshire CCG area. You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: england.contactus@nhs.net.

Halton

1a - d) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU) are commissioned to provide ICT Services including the telephone systems to the former NHS Cheshire CCG area. You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: england.contactus@nhs.net.

Knowsley

1a - d) Information not held. Please be advised that Mid Mersey Digital Alliance (MMDA) are commissioned to provide ICT Services including the telephone systems to the former NHS Knowsley CCG area. You may therefore wish to re-direct your request for this information directly to MMDA who can be contacted via the following email address: enquiries@midmerseyda.nhs.uk.

Liverpool

1a) Cisco.

1b) June 2026.

1c) Maintenance and support for Cisco via British Telecom (BT).

1d) No.

Sefton

1a) Cisco.

1b) June 2026.

1c) Maintenance and support for Cisco via British Telecom (BT).

1d) No.

St Helens

1a - d) Information not held. Please be advised that Mid Mersey Digital Alliance (MMDA) are commissioned to provide ICT Services including the telephone systems to the former NHS St Helens CCG area. You may therefore wish to re-direct your request for this information directly to MMDA who can be contacted via the following email address: enquiries@midmerseyda.nhs.uk.

Warrington

1a - d) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU) are commissioned to provide ICT Services including the telephone systems to the former NHS Warrington CCG area. You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: england.contactus@nhs.net.

Wirral

1a - d) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU) are commissioned to provide ICT Services including the telephone systems to the former NHS Wirral CCG area. You may therefore wish to re-direct your request for this information directly to MLCSU who can be contacted for Freedom of Information requests via NHS England, as the host of MLCSU, on the following email address: england.contactus@nhs.net.

Your Request:

2) Microsoft

a) What Microsoft 365 licence do you have across the business e.g. E3, E5

b) Which partner looks after your Microsoft tenant?

c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?

3) Storage

a) Does your organisation use on-premise or cloud storage or both?

b) Please confirm the on-premise hardware manufacturer c. Please confirm your cloud storage provider

d) What is your annual spend on cloud storage?

e) How do you back up your data and with who e.g. Backup as a Service

Our Response:

2 – 3) Information not held. Please be advised that Midlands & Lancashire Commissioning Support Unit (MLCSU), NHS Informatics Merseyside and Mid-Mersey Digital Alliance are commissioned to supply both corporate and GP IT services, including Microsoft licenses and storage across the NHS Cheshire & Merseyside ICB area. You may therefore wish to re-direct your request for this information to these commissioned providers who are listed below along with their contact details for Freedom of Information requests:

- *Midlands & Lancashire Commissioning Support Unit (MLCSU)*
england.contactus@nhs.net

- *NHS Informatics Merseyside*
freedomofinformation@merseycare.nhs.uk

- *Mid-Mersey Digital Alliance*
enquiries@midmerseyda.nhs.uk