



GIG
NHS

Iechyd Cyhoeddus
Cymru
Public Health
Wales

Freedom of Information request to Public Health Wales

Date request received	
Date information is due to be sent	

Information requested:

We are writing to make a request for information under the Freedom of Information Act 2000.

Please send us the following details

- What manufacturer telephone system are you using?
- How many extensions are there on your telephone system?
- Who maintains your telephone system?
- When does your telephone system maintenance contract expire?
- Are you using Lync or Skype for Business?

We would like this information to be provided as an email response and look forward to receiving it.

Information provided for the answer

Thank you for your request for information as detailed below which we received on 21st July 2016.

I am pleased to enclose the information you requested and apologise that we are a couple of days over the time limit.

Public Health Wales is directly responsible for the phone system used for Screening Division, Public Health Services. In other areas of Public Health Wales the phone system is managed by NHS Wales Informatics Services (NWIS) and we do not hold the information. Their contact details can be found [here](#):

You asked:

- What manufacturer telephone system are you using?
Alcatel
- How many extensions are there on your telephone system?
Approximately 400
- Who maintains your telephone system?
South West Communications
- When does your telephone system maintenance contract expire?
December 2017
- Are you using Lync or Skype for Business?
Yes.

The majority of Screening Division will not be moving to Capital Quarter 2.

If you need any further assistance, please do not hesitate to contact us at the address given.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, you should write to the Corporate Complaints Manager, Public Health Wales NHS Trust, Floor 3, Capital Quarter 2, Tyndall Street, Cardiff CF10 4BQ.

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust. The Information Commissioner can be contacted at:

Information Commissioner for Wales

2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH

Telephone: 029 2067 8400

Email: wales@ico.org.uk

