



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

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Ref: FOI/2023/8647

Date Received: 26<sup>th</sup> January 2023

Response Due: 23<sup>rd</sup> February 2023

Date: 28<sup>th</sup> February 2023

Dear Sir/Madam

You asked:

**1. Contact Centre – target to organisations we know have a CC a. Do you have a customer/ citizen facing contact centre? If not please skip these questions.**

Community Services have an Admin Services Team who provide an appointment booking service for some community services but not all.

WWL has an appointment centre which utilises contact centre technology to support patient communications and booking across several disciplines eg out-patients, phlebotomy, admissions and endoscopy

**b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?**

We employ and manage our own.

**c. How many contact centre agents do you have?**

Community Services - 7.6 wte

WWL - 12.2 WTE in the appointment centre who deal with call handling

**d. Do agents work from home? Or just your offices?**

Agents are office based.

**e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?**

Community Services – Cisco

WWL - Cirrus

**f. When is your contract renewal date?**

26/5/2025 with a 1+1 year extension option

**g. Who maintains your contact centre system(s)?**

Opus

**2. CRM**

**a. Do you use a CRM in the contact centre? What platform is used?**

No

**b. Do you use the same CRM for the rest of the organisation? What platform is used?**

N/A

**c. Do you use a knowledge base / knowledge management platform? What platform is used?**

N/A

**3. AI & Automation**

**a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?**

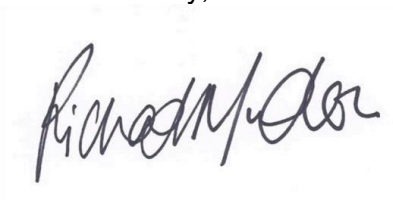
No

**b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?**

No

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 28 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Richard Mundon', is enclosed in a light grey rectangular box.

Richard Mundon  
Director of Strategy and Planning

PLEASE NOTE:

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 our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111