



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department
Suite 9
Buckingham Row
Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI/2023/9461

Date Received: 12th December 2023

Response Due: 12th January 2024

Date: 2nd January 2024

Dear Sir/Madam

With reference to your request for information received on 12th December 2023, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

Enterprise Resource Planning Software Solution (ERP):

The Trust does not have this software.

Primary Customer Relationship Management Solution (CRM): For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

The Trust does not have this software.

Primary Human Resources (HR) and Payroll Software Solution: For example, iTrent, ResourceLink, HealthRoster; software of this nature.

Name of Supplier: Can you please provide me with the software provider for each contract?

ESR (Electronic Staff Record) it is a national system provided by the NHS.

The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.

ESR (Electronic Staff Record)

Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Section 43(2) - Commercial interests.

(2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

Section 43(2) is a qualified exemption and subject to the prejudice test and the public interest test. Under the prejudice test we have to consider if disclosure of this information would, or would be likely to, prejudice our commercial interests or the commercial interests of a third party. Consideration is also given to the harm disclosing this information would be likely to cause, combined with other information already in the public domain (mosaic effect) or possibly released at a future date (precedent effect). The public interest test considers and balances the public interest in disclosing this information against the public interest in not disclosing this information and uses this assessment to decide whether there is sufficient justification in withholding this information under this exemption. Information disclosed under the FOIA is considered to be public information, and while there is a presumption towards disclosure, consideration needs to be given as to who will have access to this information beyond the requestor and the purposes for which they could use the information.

Prejudice to commercial interests

The Trust has examined the impact of releasing the information withheld under Section 43 (2) in order to decide if disclosure would be likely to prejudice our commercial interests or the commercial interests of a third party. The information required to provide a response to this question is contractually confidential and would be likely to prejudice the commercial interests of ourselves and those who intend to tender for this service.

Please also list the software modules included in these contracts.

Health Roster Optima/ medic On Duty/ Activity manager

Number of Users/Licenses: What is the total number of user/licenses for this contract?

6200

Annual Spend: What is the annual average spend for each contract?

Approx £160k per annum

Contract Duration: What is the duration of the contract please include any available extensions within the contract.

2 Years

Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

23/07/2023

Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

22/07/2025

Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

April/May 2025.

Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

Alistair Nicholson

The Trust does not routinely give out email addresses and direct telephone numbers of staff members as a large number of unsolicited emails/telephone calls could cause disruption to work by blocking email accounts/telephone lines and thereby preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

The organisation's primary corporate Finance Software Solution: For example, Agresso, Integra, Sapphire Systems; software of this nature.

Name of Supplier: Can you please provide me with the software provider for each contract?

Oracle

The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.

Oracle Purchase 2 pay system

Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

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Please also list the software modules included in these contracts.

Accounts payable, Accounts receivable, general ledger, purchase to pay

Number of Users/Licenses: What is the total number of user/licenses for this contract?

589

Annual Spend: What is the annual average spend for each contract?

£399k

Contract Duration: What is the duration of the contract please include any available extensions within the contract.

01.04.2023 – 31.03.2028 with a maximum of 5 years extension.

Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

The date installed was 2015.

Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

March 2028

Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

Contract renewed 1st April 2023 for a 5 year period

Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

Shirley Martland – Associate Director of Finance Services and Payroll

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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 40 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 blue ink, appearing to read 'T. Gardner', is shown on a light-colored background.

Tabitha Gardner
Chief Finance Officer

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