

Our Ref: NG/RM/26010
Date: 21st January 2026

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Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 9th January 2026. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

Under the Freedom of Information Act, I would like to request the following information.

Telephone System

- What make is your telephone system? **Cisco**
- How old is the telephone system you operate? **Originally installed circa 20 years ago.**
- How many users do you have? **2600**
- Is your telephone system cloud based or on premise? **On Premise**
- Can your switchboard operators transfer external incoming calls to all users across your estate? **Yes**
- How many extensions does your telephone system have? **Circa 900**

Telecoms Estate

- How much do you spend annually on telecoms? **Telecoms is provided as part of a wider outsourced contract for IT services; no specific breakdown is available.**
- Do you know how this is split into Voice Telecoms/ Data Networking/ Mobile Communications/ Maintenance? **Telecoms is provided as part of a wider outsourced contract for IT services; no specific breakdown is available.**
- Which suppliers do you use for Voice/ Data/ Mobile/ Maintenance? **Gamma/ Gamma/ EE/ S&SHIS**
- How many analogue lines do you have? **0**
- How many ISDN2 Services do you have? **0**
- How many ISDN30 Services do you have? **0**
- How many mobiles do you have? **Circa 1600**
- Have you done anything about the Analogue Switch Off / Digital Switch On? If so, what have you done? **Yes, all work complete to remove analogue lines.**

- What are the contact details for the person who looks after telecoms and the costs associated with these? **Telecoms is provided as part of a wider outsourced contract for IT services; no specific breakdown is available**

Microsoft

- How much do you spend annually with Microsoft? **Circa £440k + VAT**
- How often do you review licensing costs? **Annually**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance