



Freedom of Information Request – 4522

SECTION 1 — TELEPHONY INFRASTRUCTURE

1.1 What telephony system(s) does James Paget University Hospitals NHS FT currently use for inbound and outbound calls?

Please provide:

(a) Vendor / manufacturer name

Mitel

(b) Product / platform name (e.g. Cisco Unified Communications Manager, Avaya Aura, Mitel MiVoice, Microsoft Teams Direct Routing, 8x8, RingCentral, Gamma, BT Cloud Voice)

Mitel

(c) Version or generation currently in use

1.2 Is your telephony system:

(a) On-premise (hosted within your own data centre or server rooms)

(b) Cloud-based / hosted (vendor or third-party managed)

(c) Hybrid (combination of on-premise and cloud)

1.3 Approximately how many telephone lines and/or DDI (Direct Dial-In) numbers does James Paget University Hospitals NHS FT currently operate?

2387

1.4 When was your current telephony system first installed or last substantially upgraded?

Upgraded in 2025

SECTION 2 — CONTACT CENTRE / PATIENT ACCESS

2.1 Does James Paget University Hospitals NHS FT operate a dedicated contact centre, patient access centre, or centralised switchboard function?

Yes

If yes, please provide:

(a) Name or primary function of the contact centre / access centre

Outpatient Call Line

(b) Communication channels currently supported (e.g. voice/telephone, email, webchat, SMS, social media, video)

Voice/telephone

(c) Contact centre platform or software used to manage queuing, routing, and agent interactions (e.g. Cisco UCCE / UCCX, Avaya Contact Centre, Genesys Cloud, NICE CXone / inContact, Amazon Connect, Salesforce Service Cloud, Freshdesk, Puzzel, Content Guru)

2.2 How many contact centre agent seats or licences does James Paget University Hospitals NHS FT currently hold?

30

2.3 What is the approximate annual inbound call volume handled by your contact centre or switchboard?

No data at present

2.4 Does your organisation use an Interactive Voice Response (IVR) or automated call routing system? If yes, please provide the vendor and product name.

No

SECTION 3 — SUPPORT AND MAINTENANCE CONTRACTS

3.1 Who provides support and maintenance for your telephony and/or contact centre system(s)?

Maintel

Please provide (for each system if more than one):

(a) Name of the support provider (vendor direct support or third-party maintenance organisation)

Maintel

(b) Type of coverage (vendor support, third-party maintenance, or both)

Both

(c) Approximate annual value of the support / maintenance contract

£39K

(d) Contract start date and expiry / renewal date

01/02/2025 – 31/01/2028

3.2 Are any significant telephony or contact centre contracts (including licences, maintenance, or managed service agreements) due for renewal within the next 24 months? If yes, please provide the contract category and approximate renewal date (full commercial detail is not required).

31/01/2028

3.3 What procurement framework(s) did James Paget University Hospitals NHS FT use to procure its current telephony or contact centre solution(s)? (e.g. Crown Commercial Service (CCS) RM6116, NHS Shared Business Services, G-Cloud, Tech Products 4, direct award, competitive tender)

Competitive tender

SECTION 4 — STAFFING

4.1 How many whole-time equivalent (WTE) staff are directly employed by James Paget University Hospitals NHS FT in contact centre, patient access centre, or switchboard roles?

0 – We are currently undergoing a restructure with the Norfolk and Waveney Hospitals Group.

The Switchboard team were TUPE'd over to the Norfolk and Norwich University Hospitals NHS Foundation Trust on the 1st April 2026.

4.2 Please provide a breakdown of contact centre / switchboard staff by job role or Agenda for Change (AfC) band (or equivalent). Specific names of individuals are not required; job title or band is sufficient.

You may kindly wish to re-direct your request to the NNUH

[Norfolk and Norwich University Hospitals NHS Foundation Trust » Freedom of Information Request Form](#)

4.3 Does James Paget University Hospitals NHS FT use any outsourced or third-party contact centre agents or managed service operators?

If yes, please provide:

(a) Approximate number of outsourced agent seats or FTEs

(b) Name of the outsourced provider

(c) Approximate annual cost of the outsourced arrangement

N/A

4.4 Does James Paget University Hospitals NHS FT have a named senior role responsible for contact centre or patient access operations? (e.g. Head of Contact Centre, Head of Patient Access, Director of Operations — name of individual not required, role title only)

Trust Elective Access Manager

SECTION 5 — FUTURE PLANS

5.1 Is James Paget University Hospitals NHS FT currently planning, evaluating, or actively procuring a replacement or substantial upgrade to its telephony or contact centre system within the next 24 months? If yes, please state the anticipated timeline and scope (e.g. full platform replacement, cloud migration, additional channel capability).

No

5.2 Has James Paget University Hospitals NHS FT completed or commissioned any review, business case, or digital roadmap covering telephony or contact centre transformation in the last two years?

No