Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre
Velindre University NHS Trust Headquarters
2 Cwrt Charnwood
Heol Billingsley
Parc Nantgarw
Caerdydd/Cardiff
CF15 7QZ
Ffôn/Phone : (029) 20196161
https://velindre.nhs.wales

Date: 6th July 2026
Ref: CORP 26/27 - 044

Dear xxx

Freedom of Information request: Telephony and Contact Centre (CORP 26/27 – 044)

Thank you for your request for information which the Trust received on 24th June 2026.

Your Request and the Trust's response can be found in Appendix 1 below.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

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https://velindre.nhs.wales

Yours sincerely

Non Gwilym
Interim Director of Corporate Governance
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.

Ymddiriedolaeth GIG Prifysgol Felindre Velindre University NHS Trust

APPENDIX 1

SECTION 1 — TELEPHONY INFRASTRUCTURE

1.1 What telephony system(s) does Velindre University NHS Trust currently use for inbound and outbound calls?

Please provide:
(a) Vendor / manufacturer name: Cisco / Mitel / M365 Voice
(b) Product / platform name (e.g. Cisco Unified Communications Manager, Avaya Aura, Mitel MiVoice, Microsoft Teams Direct Routing, 8x8, RingCentral, Gamma, BT Cloud Voice): Cisco Unified Communications Manager / Mitel MXOne / M365 Teams Voice
(c) Version or generation currently in use: Mitel MXOne / Cisco Unified Communication Manager

1.2 Is your telephony system:
(a) On-premise (hosted within your own data centre or server rooms): Yes
(b) Cloud-based / hosted (vendor or third-party managed): Yes M365 Teams Voice
(c) Hybrid (combination of on-premise and cloud): No

1.3 Approximately how many telephone lines and/or DDI (Direct Dial-In) numbers does Velindre University NHS Trust currently operate? 900 Lines

1.4 When was your current telephony system first installed or last substantially upgraded? Both systems installed initially in 2015. Last updated 2021/2022 financial year. M365 Voice is part of a National EA.

SECTION 2 — CONTACT CENTRE / PATIENT ACCESS

2.1 Does Velindre University NHS Trust 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: Switchboard function, Welsh Blood Service – Donor contact centre.
(b) Communication channels currently supported (e.g. voice/telephone, email, webchat, SMS, social media, video): Voice telephony only with call recording.
(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): Mitel MXOne, Cisco UCCE

2.2 How many contact centre agent seats or licences does Velindre University NHS Trust currently hold? Welsh Blood Service (WBS) = 25, Velindre Cancer Service (VCS) = 5

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

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

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SECTION 3 — SUPPORT AND MAINTENANCE CONTRACTS

3.1 Who provides support and maintenance for your telephony and/or contact centre system(s)? Daisy Communications and internet support. Digital Health and Care Wales for M365 Voice licenses.

Please provide (for each system if more than one):
(a) Name of the support provider (vendor direct support or third-party maintenance organisation): Daisy Communications
(b) Type of coverage (vendor support, third-party maintenance, or both): Both
(c) Approximate annual value of the support / maintenance contract: S43(2)*
for both WBS and VCS
(d) Contract start date and expiry / renewal date: March 2026 – March 2027

*Providing costs would reveal commercial in confidence pricing arrangements with suppliers. The level of competition currently experienced within the NHS is such that the release of detailed information specifically relating to funding would have a prejudicial impact on the Trust and would weaken the Trust's position in a competitive environment revealing market-sensitive information with potential usefulness to its competitors. Therefore, the Trust wishes to use Freedom of Information exemption Section 43 (2) Commercial Interests (where 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).

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). No renewals

3.3 What procurement framework(s) did Velindre University NHS Trust 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): CCS Framework Network Services 3 RM6116 Lot4B Digital communications services

Please note, procurement is undertaken by NHS Shared Services Partnership (NWSSP) – shared.services@wales.nhs.uk

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SECTION 4 — STAFFING

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

Digital
<6 WTE

Operations & Soft FM Switchboard
<6 WTE

Donor Contact Centre (WBS)
23.24 WTE

* Where a figure is below 6, or where disclosure of the exact figure would enable a figure below 6 to be calculated, the Trust has withheld the exact figure under Section 40(2) of the Freedom of Information Act 2000. This is because disclosure of low-number staffing information could create a risk of individuals being identified.

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.

Digital
AfC Bands 4 and 5.

Operations & Soft FM Switchboard
AfC Bands 2 and 3.

Donor Contact Centre (WBS)
AfC Bands 2, 5 and 7.

4.3 Does Velindre University NHS Trust use any outsourced or third-party contact centre agents or managed service operators? Welsh Blood Service only. Nights covered by third party contractor.

If yes, please provide:
(a) Approximate number of outsourced agent seats or FTEs; Not held.
(b) Name of the outsourced provider: Solo
(c) Approximate annual cost of the outsourced arrangement: S43(2)*

*Providing costs would reveal commercial in confidence pricing arrangements with suppliers. The level of competition currently experienced within the NHS is such that the release of detailed information specifically relating to funding would have a prejudicial impact on the Trust and would weaken the Trust's position in a competitive environment revealing market-sensitive information with potential usefulness to its competitors. Therefore, the Trust wishes to use Freedom of Information exemption Section 43 (2) Commercial Interests (where 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).

4.4 Does Velindre University NHS Trust 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) – Operations Managers

SECTION 5 — FUTURE PLANS

5.1 Is Velindre University NHS Trust 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).

Yes

Omnichannel Solution procured Nice CXOne to be installed and go live by July 7th 2026.
1st phase in Welsh Blood Service Donor contact centre and Digital Service Desk.
2nd phase is to be installed at Velindre Cancer Centre to replace standard phone system for Appointments / Advice lines and switchboard.
Also in the process of replacing Corporate phones with Microsoft 365 team voce and evaluating the option for the new Velindre Cancer Centre.
Both Mitle and Cisco will be replaced.

5.2 Has Velindre University NHS Trust completed or commissioned any review, business case, or digital roadmap covering telephony or contact centre transformation in the last two years? Yes, part of the Digital Infrastructure Strategy written in 2024