



Our Ref: PW/TLR/FOI/1025/1478

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

31st October 2025

Telephone: 0300 123 1461

Sent by email

Dear

FOI/1025/1478

Your request for information under the Freedom of Information Act 2000

Thank you for your email dated Wednesday 22nd October 2025 for information under the Freedom of Information Act 2000. We can now confirm that Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website. The ICBs response is provided below in blue text.

You have requested:

I am writing to make a request under the Freedom of Information Act 2000.

Please can you provide me with the following information relating to telecoms contracts held by commissioned services or practices that fall under the remit of your ICB:

Please can you provide the names of the telecoms providers currently used by commissioned services or practices that fall within the remit of your ICB.

The following telecom providers are in use by General Practices within Staffordshire and Stoke on Trent ICB:

Babblevoice
BT
Check Communications
Connaught
Daisy Communications
MPS Networks
One Connectivity
RPM Solutions
Switch Medical
Think Healthcare (EVAD)
TIC
Wavenet
X-on Health Surgery Connect

Please provide the names of the leasing company involved if applicable

This information is not held by Staffordshire and Stoke-on-Trent ICB.

For each of the commissioned services or practice, please state:

- Whether they have a lease hire agreement with a third party for their telecoms services

This information is not held by Staffordshire and Stoke-on-Trent ICB.

- For the Jan 2025 – July 2025 period, the average cost paid each month to the telecoms company and any lease company by each commissioned service or practice that fall within the remit of your ICB. Please also provide a total cost paid across the whole period

This information is not held by Staffordshire and Stoke-on-Trent ICB.

- The number of VoIP licences provided by the telecoms provider

This information is not held by Staffordshire and Stoke-on-Trent ICB.

- Whether they have paid early exit fees to be freed from telecoms contracts in the period of Jan 2024 to Jan 2025 and if so the amount

Early exit fees paid in the period of Jan 2024 to Jan 2025 were £683,027.

I would like the information to be provided to me as an electronic copy.

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent ICB FOI team by emailing; staffsstokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter within 40 working days of the initial response.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk



**Staffordshire and
Stoke-on-Trent**
Integrated Care Board

Yours sincerely

Lia Pitarokouli

Head of Governance