Dear [Redacted]

Further to your request for information dated 7 June 2016 the information requested is below:

1. **Do you have an Electronic Fax Management System (A Fax Server)?**

   NHS Dartford Gravesham and Swanley Clinical Commissioning Group does not have an Electronic Fax Management System.

2. **How many manual fax machines do you have?**

   NHS Dartford Gravesham and Swanley Clinical Commissioning Group has 1 manual fax machine.

3. **Who is the Manufacturer of your MultiFunction Printers, and who maintains them?**

   Ricoh is the manufacturer of NHS Dartford Gravesham and Swanley Clinical Commissioning Group’s Multifunction Printers and also maintains them.

4. **Who is the manufacturer of your Telephony system and who maintains it?**

   AASTRA is the manufacturer of NHS Dartford Gravesham and Swanley Clinical Commissioning Group’s Telephony system and it is maintained by South East Commissioning Support Unit.
5. What is the job title of the person responsible for your Fax policy/strategy?

Director of Corporate Services.

If you have any queries or concerns please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service that 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 Complaints. NHS Dartford Gravesham and Swanley Clinical Commissioning Group 2nd Floor Gravesham Civic Centre Gravesend Kent DA12 1AU or email at dgsccg.complaints@nhs.net

If you are not content with the outcome of your complaint or review, you may apply to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Clinical Commissioning Group. The Information Commissioner can be contacted at:

Information Commissioners Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF
Telephone: 08456 306060 or 01625 54 57 45
www.ico.gov.uk