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19 February 2015

Ref: FOI 11425 GLO 11M

Dear

**Request under the Freedom of Information Act 2000**

Thank you for your request for information received on 18 February 2015, relating to social media.

I can confirm that Gloucestershire CCG does hold the following information:

- 1. What, if any, social media management platform do you use within the department? (e.g. CrowdControl, HootSuite, Meltwater Buzz etc)**

The CCG uses Hootsuite to monitor Facebook and Twitter activity.

- 2. If using a paid-for social media management platform how much does this cost either per year or per month**

N/A – we do not pay for any social media platform. Hootsuite is a free account.

- 3. How long does this contract last for and when was it awarded?**

N/A

- 4. How many users does this contract allow for?**

N/A

- 5. What, if any, media enquiry management software do you use? (e.g. Gorkana, Veulio, COLIN)**

**Please provide the email address of the person responsible for social media within your organisation**

N/A – we do not use any media enquiry management software.

Anthony Dallimore is responsible for social media Anthony.dallimore@nhs.net

**6. If using a paid-for media enquiry management solution how much does this cost either per year or per month?**

N/A

**7. How long does this contract last for and when was it awarded?**

N/A

**8. How many users does this contract allow for?**

N/A

**9. Please provide the email address for your Head of Media or Corporate Communication within your organisation**

Anthony Dallimore (as above)

**10. What, if any, Freedom of Information enquiry management software do you use? (e.g. CC Tracker, KnowAll Enquire)**

Freedom of information is handled for us by Central Southern Commissioning Support Unit (CSCSU) enquiries should be directed to them. I have provided you with a link: <http://www.england.nhs.uk/contact-us/foi/>

**11. If using a paid-for media enquiry management solution how much does this cost either per year or per month?**

See answer to Q.10

**12. How long does this contract last for and when was it awarded?**

See answer to Q.10

**13. How many users does this contract allow for?**

See answer to Q.10

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your personal use. Any re-use of this information will be subject to the Re-Use of Public Sector Information Regulations (1 July 2005) and authorisation from the CCG will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

If you are not satisfied with the way in which we have dealt with your request for information, then in accordance with the Act you may ask us to conduct a review of our decision. In which case you should contact me at the above address.

If you remain unhappy with the decision after review you should contact:-

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours sincerely



Alan Bonfield  
Head of IG & FoI  
Central Southern CSU  
***On behalf of Gloucestershire Clinical Commissioning Group***