

NHS Microsoft Licensing Frequently Asked Questions

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Frequently Asked Questions (FAQ)

What does the Microsoft Enterprise Agreement mean for the NHS in England?

The NHS in England has a central licensing arrangement with Microsoft – called an Enterprise Agreement - which provides software licences to all personal computers (including desktops and laptops) for specific core Microsoft products across all of the NHS organisations in England, including Primary Care Groups Trusts; Acute, Ambulance, Community and Mental Health Trusts; and Strategic Health Authorities, including Special Health Authorities (see Appendix A). The arrangements have been extended to the Department of Health and its relevant authorities (see Appendix A). The arrangement also covers Hospices and Palliative Care Units providing care to patients in England and linked to the Hospices Connect Programme (as detailed in Appendix B). This is a three-year agreement running until September 2007. It includes the right to use any new versions of the products included. The funding for this agreement is provided centrally. If you have any questions as a result of reading this document or about Microsoft licensing in general, please contact either your Microsoft Account Manager or Reseller whose details are all listed on page 15.

Why are these arrangements better than Trusts purchasing these products with local budget?

By setting up this agreement centrally, the NHS negotiated a substantially better price for these products than previously available. This agreement enables speedier progress towards the goals outlined by the National Programme for IT.

Organisations do not need to order licences for any of these products. A single annual transaction between the NHS and Microsoft replaces the many tens of thousands of individual orders that would otherwise be needed. NHS organisations are immediately covered for legal use of these products. (See Question 8 for full list of included products.)

Who is included?

Department of Health and Executive Agencies (see Appendix A)

All NHS organisations in England, including:

All Foundation Trusts

All Primary Care Trusts
All Acute, Ambulance, Community and Mental Health Trusts
All Strategic Health Authorities and Special Health Authorities
General Practices
NHS Direct
NHS Dentists (see Section 26 of the 1984 Dentists Act; all Dentists and Hygienists registered under this Act)
NHS Pharmacists with the exception of Retail Pharmacies (see section 132 of the Medicines Act 1968)
NHS Opticians
NHS Walk-in Centres
Hospices and Palliative Care Units as listed in Appendix B
Department of Health and Executive Agencies (see Appendix A)

Usage by and on behalf of other parties, such as Independent Treatment Centres, should check with both NHS Connecting for Health and Microsoft for eligibility.

Are General Practitioners (GPs) covered in this agreement?

Yes, if they provide NHS treatment.

Who is not included?

NHS organisations in Scotland, Wales and Northern Ireland are outside of this agreement. All NHS organisations in these regions are eligible to participate in individual volume licensing arrangements set up between the OGC and Microsoft. Some already have and if you need to understand the implications of the OGC framework on your purchasing decisions, you should speak to your Reseller.

Our organisation does not seem to be included in the list/description above. How do I find out whether we are included or whether we could be added in?

You should contact your Strategic Health Authority or NHS PASA to discuss eligibility. A full list of all qualifying bodies is held by NHS Connecting for Health.

Does this agreement mean that we have to use all of this software?

No, this is not an exclusive agreement with Microsoft. Similar Enterprise Wide Agreements have been set-up with other technology vendors, Please refer to your SHA CIO for further information.

What software is included?

For desktops and laptops, the following software is included:

- Office System 2003 Professional, Enterprise Edition, which includes:
 - Word 2003
 - Excel 2003
 - PowerPoint 2003
 - Access 2003
 - Outlook 2003
 - InfoPath
 - Publisher 2003

<http://www.microsoft.com/office/editions/howtobuy/compare.mspx>

- Office 2003 Step-by-Step Interactive Training

- Upgrade to Windows XP Professional (includes Internet Explorer browser)
- Client Access Licensing, which includes:
 - Windows Server 2003 CAL
 - Exchange 2003 CAL
 - Sharepoint Portal Server 2003 CAL
 - SMS (Systems Management Server) 2003 CAL
 - SQL 2000 CAL
 - Terminal Services CAL

These licences enable you to have network access to a server running the server version of these products.

Deployment papers on these server technologies are available from Microsoft. Please contact Microsoft to obtain further information.

- Licensing for Office for the Macintosh is also included

What software is not included?

Other desktop products, such as Project and Visio, are not included, as they are not being used on every personal computer running Windows in the NHS.

None of the server licences is included, and Trusts should continue to purchase these products via their existing Select agreement.

Server products that can be purchased through the Select agreement include:

- Windows Server 2003 – All versions
- Exchange 2003 Server – Standard and Enterprise
- SQL 2005 Server
- SMS (Systems Management Server) 2003 Server
- Sharepoint Portal Server 2003
- BizTalk Server 2006
- Content Management Server 2004
- Internet Security and Acceleration Server 2004
- Microsoft Operations Manager 2005
- Microsoft Identity Integration Server 2003
- Microsoft Business Solutions

This is not a complete list. For details of these and other server products please see www.microsoft.com/servers.

How do I buy the software that is not included?

The best possible pricing available at this time is through the Select Licensing programme. Given the pricing structures in place, you should not purchase any software through the Open Licensing scheme or via the retail channel. If you wish to enrol any of your additional server licenses in Software Assurance or subscribe to MSDN, please note that you will need to set up your own Select enrolment. Please note that registered charities have access to the Microsoft Academic License Program.

Can we get our hardware supplier to pre-install this software for us?

Yes, this will continue using the same process we use in the current Select Agreement. Any supplier wishing to do this for an NHS customer will need to sign an Outsourcer Agreement with one of the Large Account Resellers and countersigned by NHS PASA and Microsoft, which gives them permission to do this for you. See end of FAQ for reseller details.

How can I find out more information about the products included in this agreement?

Contact your Large Account Reseller or check out the Microsoft website www.microsoft.com/catalog.

How can I get help using these products?

Please contact your local IM&T department to discuss training. There are training materials available through the existing Select Agreement from Microsoft Press.

See www.microsoft.com/uk/mspress.

There are also many training centres available. See www.microsoft.com/uk/skills.

Training material is available through the Software Assurance Benefits programme. This entitles organisations planning large infrastructure upgrades to train their staff in administering and supporting this work. Details of this are being finalised and will be made available as soon as possible.

The Office 2003 Step-by-Step Interactive Training course is included within this agreement. This course can be found on the media kit supplied by your reseller (see Q14 below).

If you work with an NHS IM&T department and you require more detailed technical assistance then please contact Brian Painting at Microsoft on 0118 909 3258, and he will ensure that you are put in touch with the appropriate resource.

In addition, through a programme known as the Common User Interface programme, NHS Connecting for Health and Microsoft are creating specific guidance related to the installation, deployment and management of software covered by this and other agreements. This guidance will be available via our website.

Where can I get hold of the software media?

The Large Account Resellers can provide media for you in the same way that they do today. There is a small charge for provision of media as with the current agreement. Please check with your local IM&T department, as you will probably find that they already have what you need.

Does this agreement cover the licensing for Pocket PCs, PDAs, or Palms?

If the handheld device you use is running the Microsoft operating system Windows CE or Windows Mobile, then the licence for this and all of the core Microsoft software included on it (such as Pocket Word and Pocket Excel) will have been included in the purchase price of your device.

If you wish to purchase an upgrade to a new version of Windows CE (e.g. upgrade an HP iPAQ to Pocket PC 2002), then check with the manufacturer or supplier for details of any upgrade programme as it is not always possible to upgrade such devices.

Alternatively see <http://www.microsoft.com/mobile/pocketpc/> for information on how to order the software upgrade from Microsoft.

If your device is going to be used as a thin client accessing services provided by Microsoft server products such as SQL 2000 and provided within the NHS network, then you do not need to purchase additional client access licences. For alternative solutions that access external resources, please call your reseller for advice – see reseller details at the end of the FAQ.

What is the NHS paying for this agreement?

The NHS is paying a fixed amount per year. The number of users each year increases to cover the growth expected. Microsoft has provided a substantial discount to the NHS based on the volume of devices covered and length of the agreement.

We don't want to run Office 2003 and/or Windows XP yet on our site, can we use an earlier version?

Yes, we provide downgrade rights within this agreement:

Office 2003: All software licenses acquired through this agreement are granted the right to downgrade (use a prior version)

Windows XP: System software licenses acquired within this agreement are granted the right to downgrade

CAL: All of the Client Access licenses within this agreement are granted the right to downgrade

Support: Please refer to the support lifecycle website here: <http://support.microsoft.com/gp/lifeselect> to ensure that you are aware of the provision of Microsoft support for the earlier versions of Windows and Office that you may be using.

We want to implement a 'thin client' approach within our Trust; does this agreement include the software we need to do this?

Yes. The licenses required for this environment are the Windows Server and Windows Terminal Server Client Access Licenses (also referred to as CALs). This agreement does not include the Windows Server license that is also required for this environment (excludes handhelds and portable devices – see Q15 for more information on portable devices).

Installation Procedure:

A license server must be activated in order to certify the server and allow it to issue client licenses. A license server is activated using the Licensing wizard, which is located in the Terminal Services Licensing tool.

When you install licenses, you will be asked for information regarding your purchase of the licenses. The information requested may include your Microsoft Enterprise or Select Enrolment Agreement number.

When installing a License Code from an Enterprise Agreement, choose **Other** as your licensing program when prompted.

You may be asked for a Windows XP Volume License Product Key or activation key during installation.

Please contact your Reseller for the Enrolment number and Product Key.

Further Information

Complete Terminal Server information is available from:

<http://www.microsoft.com/windowsserver2003/howtobuy/licensing/ts2003.msp>.

More Frequently Asked Questions:

<http://www.microsoft.com/windowsserver2003/techinfo/overview/termservlic.msp>.

Are there any new support or service arrangements included with this agreement?

Not at this time, although we will continue to assess services that might be relevant to provide better support to the NHS for Microsoft products.

What are the options available currently for service and support?

Support options are not included within this agreement. Microsoft is able to provide a number of different options.

Microsoft's Support Lifecycle policy provides consistent and predictable guidelines for product support availability at the time of product release: <http://support.microsoft.com/lifecycle/>

Premier support provides the highest level of direct support from Microsoft. A Premier support agreement with Microsoft will insure a customer has a priority support relationship with Microsoft.

Microsoft support provides not only high class mission critical technical support for all of our products, but also a close working relationship with a Technical Account Manager, improving system availability, reducing overall support overheads and ensuring a return on investment by providing a pro-active engagement.

Some of the ways in which Microsoft Premier Support has helped customers become more efficient are:

- Accelerate projects by decreasing the time to deploy or develop Microsoft technology through utilisation of Support resources. Premier support will help to ensure deployments or development times are accelerated and Microsoft technology is used most effectively.
- Enable your organisation to become 'ahead of the curve' when it comes to understanding (a) Microsoft technology (b) new Microsoft technologies (c) how new / existing technology can help you achieve your business objectives.
- Maximise the business value of your Microsoft technology investment in the present and future by helping you to understand and use the software to its best advantage.
- Reduced downtime and Microsoft technical support issues by identifying potential Microsoft system issues before they become problems by utilising pro-active support services and having the best access to resources available if a problem arises. Microsoft has historically achieved a reduction in support calls by up to 30% for customers.

For more information on the details of the various offerings or for pricing information, please contact:

Matt Nelson, Microsoft Services team on 0118 909 3048 or by email at mattnel@microsoft.com.

What happens when a new version of this software is released?

You will be immediately covered by this agreement for use of new versions of Office. You should contact your IM&T department for advice before installing any new versions, as there may be issues with your hardware or other software which should be addressed before upgrading to the new version.

NHS Connecting for Health also offers guidance on when and how to upgrade on its website: [DN: Need iSPG web URL here]

Can we use this agreement to install software on home computers if we are using them for work?

'Work at Home' rights are not included within this agreement. However, obviously laptop users who take their work computer home are still licensed for use of these products on this NHS-owned computer. Also if the user is logging in via a browser interface using Outlook Web Access to access their email, then they do not need an additional license.

For Home Use Questions please see Question 29.

Do we need to do anything when we buy new PCs?

You will be automatically covered by the Enterprise Agreement for the licences for the products that are included. You can install them immediately or ask your supplier to install them for you if he has signed an outsourcer agreement (see Q11). The base operating system will always come with the PC, and it is cheaper for the NHS to buy it in this way. However, this agreement enables you to upgrade it to the new version of the Windows desktop operating system including Windows XP Professional if that was not the version on the system when you bought it.

If you wish to install the Windows XP Professional Upgrade, or Office 2003 Professional you will need a Volume License Key to complete installation. Once you have received the disks from your Large Account Reseller, they will be able to supply you with the License key you need.

We sometimes buy specialist equipment (e.g. audiology systems) which has Microsoft software included. Should we tell these suppliers to leave this software out now because of this agreement?

If the suppliers are using a normal version of Microsoft products covered by this agreement then you have the following options:

- Ask them not to include this software and then install it yourself
- If they have signed an outsource enrolment then they can pre-install this software for you against your Enterprise Agreement – they may make a small charge for providing this service but should not charge you for the licence
- If they work with an existing hardware supplier such as Dell or HP and they have an outsourcer enrolment, then this should cover the pre-installation of software

If the suppliers have added special software to work with the specialist equipment, it may not be possible for them to do any of the above without invalidating that software or stopping it working correctly in some other way. The supplier will usually tell you this at the time of purchase.

I want to know if my PC can run the newest versions of Windows or Office – how do I find out and how do I upgrade?

Microsoft’s minimum requirements, as stated on their website and on product packaging for Windows XP Professional are:

- PC with 300 megahertz or higher processor clock speed recommended; 233 MHz minimum required (single or dual processor system);* Intel Pentium/Celeron family, or AMD K6/Athlon/Duron family, or compatible processor recommended
- 128 megabytes (MB) of RAM or higher recommended (64 MB minimum supported; may limit performance and some features)
- 1.5 gigabytes (GB) of available hard disk space*
- Super VGA (800 × 600) or higher-resolution video adapter and monitor
- CD-ROM or DVD drive
- Keyboard and Microsoft Mouse or compatible pointing device

These are Microsoft’s recommendations. NHS organisations should refer to iPSPG guidance when specifying requirements for new hardware.

See the table below for system requirements for Office 2003. Contact your IM&T department before upgrading. See Q24 and also Q15, as they are also relevant.

Component	
Computer and Processor	PC with 300 megahertz or higher processor clock speed recommended; 233 MHz minimum required (single or dual processor system);* Intel Pentium/Celeron family, or AMD K6/Athlon/Duron family, or compatible processor recommended
Memory	128 MB of RAM or greater; optional installation of Business Contact Manager for Outlook 2003 requires 256 MB of RAM

Hard Disk	400 MB of available hard-disk space; optional installation files cache (recommended) requires an additional 200 MB of available hard-disk space; optional installation of Business Contact Manager for Outlook 2003 requires an additional 190 MB of available hard-disk space
Drive	CD-ROM or DVD drive
Display	Super VGA (800 × 600) or higher-resolution monitor
Operating system	Microsoft Windows® 2000 with Service Pack 3 (SP3), Windows XP, or later
Other	Certain inking features require running Microsoft Office on the Microsoft Windows XP Tablet PC Edition; speech recognition functionality requires a Pentium II 400-MHz or faster processor and a close-talk microphone and audio output device; Information Rights Management features require access to a Windows 2003 Server running Windows Rights Management Services; note: Business Contact Manager for Outlook 2003 will be disabled in the presence of a Microsoft Exchange-technologies-based email system
Internet Connection	Internet functionality requires dial-up or broadband Internet access (provided separately); local or long-distance charges may apply

These are Microsoft's recommendations. NHS organisations should refer to iSPG guidance when specifying requirements for new hardware.

I've heard that Microsoft is changing their licensing with something called Software Assurance. Do I still have to think about enrolling any of my software into the new Software Assurance (SA) programme?

Yes, but only for software products NOT included in the Enterprise Agreement. Therefore, you only need to think about this for products like Project and Visio and for the Server products. The introduction of SA was one of the factors that influenced the decision to move the NHS to an Enterprise Agreement, as this agreement provides a simpler and better value approach for the NHS compared to leaving local organisations to sort out their own SA purchases locally.

27 What Software Assurance benefits are included in this Agreement?

For Details of the Software Assurance benefits that are included in the NHS Enterprise Agreement, please contact your Microsoft Account Manager (see Contact Information on P15 if you are unsure as to whom to contact) .

28 What Training provision for organisations is included, and how can I get hold of Microsoft Training?

We will continue to use the following process for the allocation and distribution of the additional training vouchers assigned for the remainder of this Agreement, to be used against tutor-led technical courses, as agreed with NHS Connecting for Health:

1. Each cluster will identify a named individual to lead on the distribution of the vouchers and act as first point of contact for questions relating to the scheme. In 2006, the named individuals are:
 - London – Jenny Craggs
 - North East – Wendy Burdis
 - N West/W Midlands – Yasmin Shaw
 - Eastern – Sonal Shah
 - Southern – Jacky Ormston
2. Each cluster is initially allocated 300 additional vouchers for 2006 -2007.
3. Clusters should decide how to distribute the vouchers and any local priorities and/or rules of usage.
4. Each cluster should decide which training providers it wishes to contract with for the training.
5. Eligible training courses are available from <http://www.microsoft.com/licensing/programs/sa/benefits/vouchers.aspx>.
6. Once agreement with one or more training provider has been reached, the cluster should email their Microsoft Account Manager (see contact details at the end of this FAQ) with the words 'Microsoft SA Training Provision' in the title. Please ensure that Brian Painting at Microsoft and Jackie Smith (jackie.smith@cfh.nhs.uk) are copied in on all emails.
7. A list of named individuals , their employing organisation(s) and a contact phone number should also be sent to the appropriate Microsoft Account Manager, either at the same time as the information required in 6 above, or at a later date. Only on receipt of the list of named individuals and their employing organisations will the training provider be reimbursed the cost of the training.
8. On receipt of all the above information, i.e.:
 - Attendees' names
 - Employing organisation(s)
 - Contact phone number
 - Course title
 - Supplier and
 - Date of training

the Microsoft Account Manager will generate an email to the attendee with their full details and criteria included. This will come from an 'nhs.uk' email address: mike.power@pasa.nhs.uk. This email is, in effect, the 'training voucher' and is confirmation of agreement to reimburse the supplier for the stated training. Microsoft will confirm the 'training voucher' within a week and no longer.

NB Please note that, although the email will be generated from Mike Power's mailbox, all enquiries must be directed through Brian Painting at Microsoft: brianpa@microsoft.com.

9. Microsoft will arrange for the reimbursement of the cost of training to the nominated providers, as confirmed in the electronic 'voucher'.
10. Microsoft will direct all enquires associated with the training and voucher issue through the named cluster lead and will not contact individuals or employing organisations directly without the agreement of the cluster lead.

29 I have heard that I can get Office for my own use at home. How do I do this?

Initially, please visit

http://www.microsoft.com/licensing/programs/sa/productivity/home_use_rights.mspx.

The Home Use Programme helps to increase employee productivity and maximise the value of your Microsoft Office System investment by enabling your employees to work at home. The Home Use Programme enables eligible employees to get a licensed copy of most Microsoft Office desktop applications to install and use on a home computer. Eligible employees for each application include users of licensed copies of that application with active Software Assurance under the enrolment. Eligible employees can order online at the Microsoft HUP website. In order to access this website, your employees must use the unique programme code provided for your organisation.

Employee liability for the software rests entirely with the user - so should they leave the NHS then they are required, as per the terms and conditions on the website, to uninstall and return it to their Trust.

Subject to your understanding of the details of the programme Microsoft, on behalf of NHS PASA will give you details of how to communicate, obtain and manage this benefit within your organisation, and will send you your programme code.

If you are responding as (or on behalf of) an individual within an organisation, such as a GP practice you may wish to forward this to your IM&T or procurement department at PCT level for actioning. These sorts of requests can create a duplication of effort on both parts - and you may already be on the system, as PCTs register GP domains within their regions.

You will need to ensure you have an appropriate level of control to ensure that this is communicated appropriately, and you have the facility to respond to questions and, where necessary, advise on support options. Due to the nature of the offer, issues regarding returns, payment and shipping need to be handled via the online tool, and Microsoft cannot respond to these queries.

If you have any questions about the nature of the programme, or anything not covered here, please contact your Microsoft Account Manager

To begin the enrolment process, please provide the following information to your Microsoft Account Manager:

1. Domain address - Are there any addresses other than nhs.net that we need to add? (Please note that we can only add NHS type email - no personal addresses.)
2. How many employees are there within your organisation that you may be informing of this?
3. Which reseller do you currently procure software through (so that your benefits are assigned to the correct agreement)? You may need to refer to your procurement contact or IT lead at your shared service or PCT - this is a third-party organisation - not NHS PASA.
4. What version of Office do you currently run in the organisation?

Microsoft will endeavour to set up all organisations within 72 hours of receiving this information.

Please note that unless you register your domain address and number of users you will NOT be able to access the site with the programme code alone.

30 How do the changes to the licensing for Windows Server 2003 affect the Enterprise Agreement and usage in my Trust?

User & Device CAL

Microsoft has introduced the option of licensing access to Windows Server 2003 on a per user basis. A user is defined as an individual person who is accessing or utilising the server software or any of its components. A device is an electronic device that is accessing or utilising the server software or any of its components.

Microsoft recommends that in an environment such as the NHS, where the number of users is higher than that of devices, that the Device CAL is preferred.

External Connector

The External Connector covers access by external users or devices to the Windows Server 2003. This is typically access by any number of selected partners or customers who have been given access to the server functionality. Alternatively, CALs may be used in this scenario, but eligibility is determined as above.

An External Connector is required for every copy of the server software or server service (such as Terminal Server) that is accessed by an external user or device. For example, an External Connector license is required for each copy of Exchange Server that is accessed by partners or end-customers. An External Connector license is also required for Microsoft Windows Server when it is supporting a copy of an application (e.g., Exchange) accessed by your partners or end-customers.

Per Processor

There have been a number of changes to the per processor licensing model. Currently the only product in the Enterprise Agreement product set that has a per processor implication is SQL Server 2000 CAL, whereby the option is available to use a per processor model for SQL Server 2000 purchases, if external access is required.

You must acquire licenses for only those processors that are accessible to any operating system copy upon which the Server Software is set up to run:

- Microsoft is enhancing its server licensing to make it more cost-effective for customers to utilise Server Software licensed in the Per Processor model when the software, through partitioning or other similar technology, does not utilise all of the processors in a server.
- When technology such as partitioning is used, each partition will have its own operating system copy; each operating system copy might not have available to all of the processors in the server.
- If any processor in the server is made inaccessible to all of the operating system copies set up to run the Server Software, then that processor does not require a processor license for that Server Software. Conversely stated, a Server Software processor license is required for each processor that is accessible to any operating system copy on which the Server Software is set up to run.
- You may install and run any number of copies of the Server Software on a server, provided that the required number of processor licenses has been acquired.
- Microsoft is also making it more cost-effective to license Server Software in the Per Processor model when multiple instances of the software are installed on the same server and accessing the same processors.
- With the enhancements to the Per Processor model, you may install and run any number of copies of the Server Software on any processor that is licensed for the Server Software.
- This change will eliminate the need to license separately each copy of the Server Software for each processor in the server.
- Note that for any given Server Software on a server, you will never need more Server Software processor licenses than there are processors in the server.

Terminal Services

**** Please note: These changes ONLY affect servers running Windows Server 2003 and Terminal Services 2003.**

Operating System Equivalency (OS equivalency provision) will not apply to Microsoft Windows Server 2003 Terminal Services. The OS equivalency provision states that there is no need for a Microsoft Windows Server Terminal Services Client Access License (CAL) for devices accessing Microsoft Terminal Services that are running a corresponding version of the Professional Edition of the Microsoft Windows Desktop Operating System.

For every Microsoft Windows XP Professional desktop operating system that you are licensed for on the date that Microsoft Windows Server 2003 first becomes available, you will be eligible for a Microsoft Windows Server 2003 Microsoft Windows Terminal Server CAL.

More information on all these changes can be found at <http://www.microsoft.com/licensing/downloads/Server%20Licensing%20Customer%20Guide.doc>.

31 How does the Enterprise Agreement cover purchases of the new Tablet PCs?

Tablet PCs are bought with a full OEM (Original Equipment Manufacturer) version of Windows XP for Tablet PCs already installed. Copies of Tablet edition can be found in Select media kits. Tablet PCs will be counted as part of the Enterprise Agreement desktop count and are eligible for the utilisation of the other software in the Agreement, such as Office, and usage of the Client Access Licenses.

More information on how to deploy Tablet PC in your organisation can be found at <http://www.microsoft.com/windowsxp/tabletpc/evaluation/faq.asp>.

32 I have heard the Microsoft and NHS Connecting for Health are working on the NHS Common User Interface. How do we obtain details on taking part or obtaining some of the deliverables from this programme?

In summary, the Desktop and Infrastructure deliverables are currently being distributed by NHS CFH. In the next few months there will be a more automated, centralised Delivery Mechanism, but in its absence the following method should be used by NHS Trusts to request access to deliverables:

Send an email to CUI_stakeholder_mailbox@cfh.nhs.uk detailing the deliverables that are requested and the NHS Trust for which they are required.

NB: All the released deliverables have already been made available to members of the Desktop and Infrastructure SIG, and these individuals have been asked to communicate/distribute them as appropriate within the areas they represent.

Microsoft will not distribute any NHS CUI deliverables directly to any NHS Entity.

Contact Information

NHS Connecting for Health

Enterprise Wide Agreement Team
Tel: 0113 280 6646
Email: ewat@npfit.nhs.uk

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Microsoft Switchboard – 0870 60 10 100
Technical Support – 0870 50 10 100
<http://support.microsoft.com>
<http://www.microsoft.com/uk>

Reseller Information

There are currently three Large Account Resellers under the NHS Enterprise Agreement:

SCC

James House
Warwick Road
Birmingham
B11 2LE

www.scc.co.uk

Tel: 0121 766 7000
Contact: Sharon Hurd, Healthcare Manager

Trustmarque Solutions

Systems House, Amy Johnson Way
Clifton Moor
York
YO30 4GW

www.trustmarquesolutions.com

Tel: 0870 121 0322
Contact: Robert Newburn, Healthcare Team Manager

Civica

2 Burston Road
London

SW15 6AR

www.civica.co.uk

Tel: 020 7760 2800

Contact: Nigel Matthews Healthcare Manager

Appendix A

Eligible Bodies

Department of Health

- **MRHA**
 - **NHS PASA**
 - **NHS Estates**
 - **Commission for Health Improvement (CHI)**
 - **General Social Care Council (GSCC)**
 - **Human Fertilisation and Embryology Authority (HFEA)**
 - **National Care Standards Commission**
 - **National Institute for Biological Standards and Controls (NIBSC)**
 - **National Radiological Protection Board (NRPB)**
 - **Public Health Laboratory Service Board (PHLS)**
-

NHS Trusts

Acute

Primary Care

Foundation Hospitals

Mental Health Trusts

Ambulance Trusts

Teaching Hospitals

Strategic Health Authorities

Special Health Authorities

- Counter Fraud and Security Management Service (CFSMS)**
 - Dental Practice Board (DPB)**
 - Dental Vocational Training Authority (DVTA)**
 - Family Health Services Appeal Authority (HSA)**
 - Health Development Agency (HDA)**
 - Health Protection Agency (HPA)**
 - Mental Health Act Commission (MHAC)**
 - National Blood Authority (NBA)**
 - National Clinical Assessment Authority (NCAA)**
 - National Institute for Clinical Excellence (NICE)**
 - National Patient Safety Agency (NPSA)**
-

- National Treatment Agency for Substance Misuse (NTA)**
 - NHS Appointments Commission**

 - NHS Connecting for Health**
 - NHS Direct**
 - NHS Litigation Authority (NHSLA)**
 - NHS Logistics Authority**
 - NHS Pensions Agency**
 - Prescription Pricing Authority (PPA)**
 - Retained Organs Commission**
 - UK Transplant**
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Appendix B

Hospices

Organisation Short Name	Main Address Postcode	Main Telephone
Acorns Selly Oak	B29 6HZ	0121 248 4850
Acorns Walsall	WS5 4LZ	01922 422500
All Hallows Hospital	NR35 2QL	01986 892728
Ashgate Hospice	S42 7JE	01246 568801
Barnsley Hospice	S75 2RL	01226 244244
Bassetlaw Hospice	DN22 7XF	01777 869239
Beaumont House Community Hospice	NG24 1TW	01636 610556
Beechwood Cancer Care Centre	SK3 8LS	0161 476 0384
Bolton Hospice	BL1 4QT	01204 364375
Bradbury Day Care Centre	B68 8DG	0121 544 2712
Brian House	FY2 0BG	01253 358881
Bury Hospice	M26 2QD	0161 725 9800
Butterwick Hospice	TS19 8XN	01642 607742
Butterwick Hospice at Bishop Auckland	DL14 6JU	01388 603003
Butterwick House Children's Hospice	TS19 8XN	01642 607742
CancerCare Dorset	DT1 3SD	01305 269898
CHASE Children's Hospice Service	GU3 1LP	01483 230960
Children's Hospice South West	EX31 2PZ	01271 321999
Claire House	CH63 4JD	0151 334 4626
Compton Hospice	WV3 9DH	01902 774500
Cotswold Care Hospice	GL5 2PQ	01453 886868
Demelza House	ME9 8DZ	01795 845200
Derian House	PR7 1DH	01257 233300
Douglas Macmillan Hospice	ST3 3N2	01782 234400
Dorothy House Hospice Care	BA15 2LE	01225 722988
Dove Cottage Day Hospice	LE14 4EX	01949 860303
Dove House Hospice	HU8 8DH	01482 784343
Dr Kershaw's Hospice	OL2 6EU	0161 624 2727
Earl Mountbatten Hospice	P030 2ER	01983 529511
East Anglia's Children's Hospices	NR16 2PH	01953 888603
East Anglia's Children's Hospices	IP3 8LY	01473 714194
East Anglia's Children's Hospices (Head Office)	CB4 6AB	01223 860306
East Cheshire Hospice	SK10 3DR	01625 610364
Eden Valley Hospice	CA2 4SD	01228 810801
Ellenor Foundation	DA14 6LT	020 8308 3014
Fair Havens Hospice	SS0 8HN	01702 220350/344879
Farleigh (Mid Essex) Hospice	CM2 9AE	01245 358130
Francis House Children's Hospice	M20 5NA	0161 434 4118
Garden House Hospice	SG6 1QU	01462 679540
GIFTS Day Hospice	NG31 8AF	01476 591010
Greenwich & Bexley Cottage Hospice	SE2 0GB	020 8312 2244

Grove House	AL3 5QX	01727 897552
Halton Haven	WA7 6EP	01928 719454
Harris HospiceCare	BR5 1RW	01689 825 755
Hartlepool and District Hospice	TS26 9PW	01429 282100
Haven House Foundation	IG8 9LB	020 8505 9944
Helen House Children's Hospice	OX4 1QT	01865 728251
Help the Hospices	WC1X 9JG	020 7520 8200
Hettinga House	L40 5TR	01695 578713
High Peak Hospicecare	SK23 9TJ	01298 815388
Hope House	SY10 9BX	01691 671999
Hospice Care for Burnley and Pendle	BB10 2LW	01282 440100
Hospice Homecare	DL6 1JG	01609 777413
Hospice in the Weald	TN2 4TA	01892 820500
Hospice of St Francis	HP4 3HX	01442 862960
Hospice of St Mary of Furness	LA12 7JP	01229 580305
Hospice of the Good Shepherd	CH2 4DG	01244 851091
Hospiscare	EX2 5JJ	01392 688000
Iain Rennie Hospice at Home	HP23 4BB	01442 890222/890444
Iain Rennie Hospice at Home	HP8 4LS	01494 877200
Isabel Hospice	AL7 1LT	01707 330686
James House	TN19 7LT	01435 883 072/434
Joseph Weld Hospice	DT1 2SL	01305 251052
Katharine House Hospice	OX17 3NL	01295 811866
Katharine House Hospice	ST16 3SB	01785 254645
Keech Cottage Children's Hospice	LU3 3NT	01582 492339
Kemp Hospice	DY11 6LF	01562 861217
Kirkwood Hospice	HD5 9UY	01484 557900
Lakelands Hospice	NN18 8LX	01536 747755
Lawrence Home Nursing Team	OX7 5HJ	01608 641549
Lewis Manning House Cancer Trust	BH14 8LT	01202 708470
Lindsey Lodge Hospice	DN17 2AA	01724 270835
Little Haven Children's Hospice	SS7 2LH	01702 552200
LOROS Leicestershire and Rutland Hospice	LE3 9QE	0116 231 3771
Macmillan Specialist Palliative Care Services	GU29 0BL	01730 811121
Marie Curie Cancer Centre	EX16 4HS	01884 703500
Marie Curie Centre, Bradford	BD3 9LH	01274 337000
Marie Curie Centre, Caterham	CR3 6YQ	01883 832600
Marie Curie Centre, Edenhall	NW3 5NS	020 7853 3400
Marie Curie Centre, Liverpool	L25 8QA	0151 801 1400
Marie Curie Centre, Newcastle	NE4 6SS	0191 219 1000
Marie Curie Centre, Warren Pearl	B91 3ER	0121 254 7800
Marie Curie Centre (Head Office)	SE1 7TP	020 7599 7777
Martin House	LS23 6TX	01937 845045
Mary Stevens Hospice	DY8 2JR	01384 443010
Mildmay Mission Hospital	E2 7NA	020 7613 6300/6347 (admissions)
Mount Edgcumbe Hospice	PL26 6AB	01726 65711
Myton Hamlet Hospice	CV34 6PX	01926 492518
Naomi House Children's Hospice	SO21 3EF	01962 760060

North Devon Hospice	EX32 OHU	01271 344248
North London Hospice	N12 8TF	020 8343 8841
North Northumberland Day Hospice Group	NE66 1JQ	01665 606515
Nottinghamshire Hospice	NG3 4JF	0115 910 1008
Oakhaven Hospice	S041 8ZZ	01590 677773
Overgate Hospice	HX5 0QY	01422 379151
Pasque Hospice	LU3 3NT	01582 492339
Paul Bevan Cancer Foundation	SL5 7RD	01344 875555
Phyllis Tuckwell Hospice	GU9 8BL	01252 729400
Pilgrims Hospice in Ashford	TN24 0NE	01233 504100
Pilgrims Hospice in Canterbury	CT2 8JA	01227 812612
Pilgrims Hospice in Thanet	CT9 4AD	01843 233920
Primrose Hospice & Cancer Help Centre	B60 3BW	01527 871051
Prospect Hospice	SN4 9BY	01793 813355
Queenscourt Hospice	PR8 6RE	01704 544645
Rainbows Children's Hospice	LE11 2HS	01509 638000
Richard House Children's Hospice	E16 3RG	020 7511 0222
Rosemary Foundation - Hospice at Home	GU31 4LN	01730 269996
Rosendale Hospice	BB4 6NE	01706 240083
Rowcroft - Torbay & S Devon Hospice	TQ2 5LS	01803 210800
Rugby Myton Day Hospice	CV22 5PY	01788 550085
Rushmead Hospice Day Care Centre	HP7 0LA	01494 434110
Saint Michael's Hospice	HG2 8QL	01423 879687
Shakespeare Hospice	CV37 9UL	01789 266852
Shipston Home Nursing	CV36 4AU	01608 663767
Shropshire and Mid Wales Hospice	SY3 8HS	01743 236565
South Bucks Hospice	HP13 6PN	01494 537775/463198
Springhill Hospice	OL16 4PZ	01706 649920
St Andrew's Hospice	DN32 9RP	01472 350908
St Andrew's Hospice Child and Adolescent Unit	DN32 9RP	01472 350098
St Ann's Hospice	SK8 3SZ	0161 437 8136
St Ann's Hospice	M28 0FE	0161 702 8181
St Ann's Hospice	M23 9LT	0161 291 2913
St Barnabas Hospice	LN2 1RE	01522 511566
St Barnabas Hospice	BN13 2QF	01903 534030/264222
St Barnabas Hospice for Children	BN13 3HD	01903 837030
St Catherine's Hospice	PR5 5XU	01772 629171
St Catherine's Hospice	YO12 6TB	01723 351421
St Catherine's SPC Centre	RH10 6BH	01293 447333
St Christopher's Hospice	SE26 6DZ	020 8768 4500
St Clare Hospice	CM17 9JX	01279 435 431
St Clare's Hospice	NE32 5HA	0191 451 6378
St Cuthbert's Hospice	DH1 3QF	0191 386 1170
St Elizabeth Hospice	IP3 8LX	01473 727776
St Francis Hospice	RM4 1QH	01708 753319
St Gemma's Hospice	LS17 6QD	01132 185500
St Giles Hospice	WS14 9LH	01543 432031
St Helena Hospice	CO4 9JU	01206 845566
St John's Hospice	LA2 6ST	01524 382538

St John's Hospice in Wirral	CH63 6JE	0151 334 2778
		020 8525 6000/6084 (admissions)
St Joseph's Hospice	E8 4SA	
St Joseph's Hospice Association	L23 4UE	0151 924 3812
St Julia's Hospice	TR27 4JA	01736 759070
St Leonard's Hospice	YO24 1GL	01904 708553
St Luke's (Cheshire) Hospice	CW7 4AW	01606 551246
St Luke's Hospice	S11 9NE	0114 236 9911
St Luke's Hospice	SS16 5NJ	01268 524973
St Luke's Hospice, Plymouth	PL9 9XA	01752 401172
St Luke's Hospice, Harrow and Brent	HA3 0YG	020 8382 8000
St Margaret's Somerset Hospice	TA1 5HA	01823 259394
St Mary's Hospice	B29 7DA	0121 472 1191
St Michael's Hospice	HR1 4HA	01432 851000
St Michael's Hospice, Hastings	TN38 0LB	01424 445177
St Michael's Hospice, North Hampshire	RG24 9NB	01256 844744
St Nicholas' Hospice	IP33 2QY	01284 766133
St Oswald's Children's Service	NE3 1EE	0191 285 0063
St Oswald's Hospice	NE3 1EE	0191 285 0063
St Peter & St James Hospice Continuing Care Centre	BN8 4ED	01444 471598
St Peter's Hospice	BS4 2DU	0117 915 9200
St Peter's Hospice	BS10 6NL	0117 915 9200
St Raphael's Hospice	SM3 9DX	020 8335 4575
St Richard's Hospice	WR5 1EY	01905 763963
St Rocco's Hospice	WA5 0BW	01925 575780
St Teresa's Hospice	DL3 7UA	01325 254321
St Wilfrid's Hospice	PO19 8FP	01243 775302
St Wilfrid's Hospice	BN21 2HJ	01323 644500
Sue Ryder Care	PE3 6LW	01733 330060
Sue Ryder Care, Manorlands	BD22 9HJ	01535 642308
Sue Ryder Care, St John's	MK44 3RJ	01767 640622
Sue Ryder Care, Wheatfields	LS6 2AE	01132 787249
Sue Ryder Care Centre	RG9 5DF	01491 641384
Sue Ryder Care Centre	GL53 0QJ	01242 230199
Tapping House Hospice	PE31 7PF	01485 543163
Teesside Hospice Care Foundation	TS5 5NW	01642 816777
Thames Valley Hospice	SL4 3RW	01753 842121
The Donna Louise Trust	ST3 2NS	01782 654444
The Ellenor Foundation	SE2 0GB	020 8310 4100
The Ellenor Foundation	DA1 1SA	01322 221315
The Ellenor Foundation	DA11 7RL	01474 365828
The Heart of Kent Hospice	ME20 7PU	01622 792200
The Jessie May Trust	BS15 8DB	01179 616840
The Lions Hospice	DA11 7HQ	01474 320007
The Martlets Hospice	BN3 7LW	01273 273400
The Peace Hospice	WD17 3PH	01923 330330
The Prince of Wales Hospice	WF8 4BG	01977 708868
The Princess Alice Hospice	KT10 8NA	01372 468811
The Rowans	PO7 5RU	023 9225 0001

The Sussex Beacon	BN2 4DZ	01273 694222
Treetops Hospice	DE72 3SS	0115 949 1264
Trimar Hospice	DT4 7SW	01305 767527
Trinity - the Hospice in the Fylde	FY2 0BG	01253 358881
Trinity Hospice	SW4 ORN	020 7787 1000
Tynedale Community Hospice	NE46 1BA	01434 600388
Wakefield Hospice	WF1 4TS	01924 213900
West Cumbria Hospice at Home	CA14 2UN	019006 02244 Ext 2025
Weston Hospicecare	BS23 4YQ	01934 423900
Wigan and Leigh Hospice	WN2 3HZ	01942 525566
Willen Hospice	MK15 9AB	01908 663636/663780
Willow Burn Hospice	DH7 0QN	01207 214732/529224
Willow Wood Hospice	OL6 6SL	0161 330 1100
Willowbrook Hospice	L34 2QT	0151 430 8736
Woking Hospice	GU22 7HW	01483 881750
Woodlands Day Hospice	L9 7LA	0151 529 2299
Zoe's Place - Baby Hospice	L12 9HH	0151 228 0353
Zoe's Place - Baby Hospice	TS6 9DA	01642 457985