

15/08/2022

NN-ICB/22/15

Dear Requestor

RE: Freedom of Information Request

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we partially hold the information that you have requested. A response to each part of your request is below.

Please note that both NHS Nottingham and Nottinghamshire, and Bassetlaw Clinical Commissioning Groups ceased operation on 30 June 2022. They have been superseded by NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) which began operation on 1 July 2022.

In the request you asked:

1. Which clinical system/s does the organisation use across the region (EMIS/TPP or other)?
Please note our response relates to the Nottingham and Nottinghamshire Integrated Care System (ICS) which sits within the Midlands Region.
 - TPP SystemOne and EMISWeb

- a. If there is a split across the region, what is the percentage?
89% TPP and 11% EMIS

2. What online digital triage system is currently used?
Patient Know Best (PKB) is the main online digital triage system used across Nottingham and Nottinghamshire. Some practices also use Mjog Video by EMIS and the in-built video capabilities in SystemOne

- a. Who currently provides the online digital triage?

PKB is the strategically procured, ICS wide provider of online digital triage within practices across Nottingham City, Mid-Nottinghamshire, and South Nottinghamshire, although some have opted to use alternative suppliers.

The contract is held by a third-party NHS organisation commissioned to provide the service and not information we hold directly.

- b. What was the contract start date? N/A
- c. What is the contract end date? N/A
- d. What is the annual cost? N/A
- e. What framework was used to procure the supplier? N/A
- f. Will there be a tender to consider new providers? N/A
- g. If so, which framework will be used? N/A
- h. When will this likely to occur? N/A

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information (FOI) Officer on behalf of *NHS Nottingham and Nottinghamshire Integrated Care Board*

notts.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence \(OGL\)](#) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via notts.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.