

24/08/2022

NN-ICB/22/22

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 They have been superseded by NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) which began operation on 1 July 2022.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. Does the Authority Outsource its Patient Service Requirements (eg patient contact centre) and / or On-line Patient Portals, which may include / require the provision of staffing and / or the telephony systems used?
The ICB does not outsource patient service requirements
2. If yes which services are outsourced and how many staff deliver each of these services?
N/A
3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?
N/A
4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?
N/A
5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?
N/A
6. What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?
N/A
7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?
In regard to outsourcing patient service requirements, our answer is N/A.

8. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?

The efficiency target in this year's financial plan for the ICB is £36.96m, which is 1.6% of the total ICB budget, covering the former CCGs of Nottingham and Nottinghamshire CCG, and Bassetlaw CCG for 1 April 2022 to 30 June 2022, and Nottingham and Nottinghamshire ICB from 1 July 2022 to 31 March 2023.

9. Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?

For Bassetlaw – Patient Transport Services is outsourced.

Provider name - Premier Care Direct

Contract start / expiry dates inc contract extensions - 1/10/17 – 30/9/22, extended to 31/8/23

Annual contract value - £206K

Number of staff to deliver the service, please split by back-office and direct staff)? – we do not hold this information, the provider determines resources to deliver the contracted service

For Nottingham and Nottinghamshire - – Patient Transport Services is outsourced.

Provider name – ERS Transition Ltd (trading as ERS Medical)

Contract start / expiry dates inc contract extensions - 01/12/19 – 30/11/24, with option to extend for a further 2 years.

Annual contract value - £7.8m (as of 1st April 2022)

Number of staff to deliver the service, please split by back-office and direct staff)? – we do not hold this information, the provider determines resources to deliver the contracted service

10. Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?

Yes

11. What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?

We are not able to answer the speculative nature of this question

12. What was the total number of patients the Authority treated (in all it's meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?

As an Integrated Care Board, we are a commissioning organisation not a clinical care provider as such the answer is 0.

13. Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years eg part of a 5-year plan?

Andrew Fearn – Interim Digital SRO

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.