

28/03/2023

NN-ICB/22/194

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.

In the request you asked:

1. *Has your ICB implemented online and/or video digital consultation platforms across your GP Practices and Primary Care Networks?*
Nottingham and Nottinghamshire Integrated Care Board (NNICB) does not hold any direct contracts for delivery of online consultations. Several different platforms are in use and the contracts are either held by other ICS organisations or are funded directly by Primary Care Networks/individual GP Practices.
2. Which technology supplier(s) have you used to provide online digital and/or video consultation solutions. Could you confirm what framework you have used to procure this and when does the contract(s) expire?
Nottingham and Nottinghamshire ICB do not hold this information
3. Please can you confirm the annual spend on your digital online and/or video consultations, per patient per annum ?
Nottingham and Nottinghamshire ICB do not hold this information
4. Could you confirm if you have previously used suppliers but have chosen to no longer do so, and which platforms these were
N/A.
5. Could you confirm how you are intending to procure an online and/or video digital consultation platforms going forward?
N/A
6. Who at your ICB is responsible for digital health and the selection and implementation of online and/or video digital consultation platforms across GP Practices and Primary Care Networks? Could you please provide their email and contact details?
Andrew Fearn, Chief Digital Officer
You can contact Andrew via our contact form: [General Enquiries - NHS Nottingham and Nottinghamshire ICB](#)
7. If you are using online and/or digital consultation platform could you provide details of patient or staff satisfaction surveys or results for those platforms?
Nottingham and Nottinghamshire ICB do not hold this information

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.