

29/03/2023

NN-ICB/22/210

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 your request is below.

In the request you asked:

1. Please provide me with name and supplier for each contract of remote working solution

Nottinghamshire Health Informatics Service

2. Please provide contract duration and renewal date

Nottinghamshire Health Informatics Service is an NHS Organisation providing all IT Support Services to the ICB via a block contract under a Partnership Agreement.
The contract with Nottinghamshire Health Informatics Service renews each Financial Year.

3. Please provide manufacturer of solution(s)

Nottinghamshire Health Informatics Service provides the ICB with a Remote Access capability using Cisco AnyConnect

4. Please provide supplier of solution(s)

Nottinghamshire Health Informatics Service

5. Please provide number of licenses

Nottinghamshire Health Informatics Service provides VPN access to every ICB staff member using a corporate device..

6. Please provide average cost per user per annum

Nottinghamshire Health Informatics Service are funded through an NHS Block contract covering all aspects of support and service. Therefore it is not possible to breakdown the cost per user for this service only.

7. Please provide information on how this was procured, if framework was used please provide framework reference

N/A

8. Internal contact – please send full contact details including email address and job title

Andrew Fearn: Chief Digital Officer

[General Enquiries - NHS Nottingham and Nottinghamshire ICB](#)

9. Please provide how many HSCN lines per site

2 Lines per site (7).

10. Please provide how many APs per site

The ICB operate from a number of sites across Nottinghamshire. The majority of sites are co-located sites, i.e. shared with other NHS and Public Sector Organisations. Nottinghamshire Health Informatics Service provide and operate a common shared network infrastructure in the majority of the sites, which covers multiple organisations including the ICB. It is there not possible to provide a direct number of Switches or Access Points dedicated for just the ICB in these locations. Within Retford Hospital the ICB also make use of Wireless connectivity provided by Nottinghamshire Healthcare as part of a reciprocal arrangement with Nottinghamshire Health Informatics Service and the Nottinghamshire HSCN COIN, again the infrastructure is shared and used by multiple organisations and it is therefore not possible to provide direct number of switches or Access Points dedicated for just the ICB in this location.

The following sites however are dedicated ICB only sites/spaces detail request is broken down by site below:

Arnot Hill Civic Centre – 3 Access Points

Trent Bridge House – 5 Access Points

Sir John Robinson House – 10 Access Points

11. Please provide how many switches per site

The ICB operate from a number of sites across Nottinghamshire. The majority of sites are co-located sites, i.e. shared with other NHS and Public Sector Organisations. Nottinghamshire Health Informatics Service provide and operate a common shared network infrastructure in the majority of the sites, which covers multiple organisations including the ICB. It is there not possible to provide a direct number of Switches or Access Points dedicated for just the ICB in these locations. Within Retford Hospital the ICB also make use of Wireless connectivity provided by Nottinghamshire Healthcare as part of a reciprocal arrangement with Nottinghamshire Health Informatics Service and the Nottinghamshire HSCN COIN, again the infrastructure is shared and used by multiple organisations and it is therefore not possible to provide direct number of switches or Access Points dedicated for just the ICB in this location.

The following sites however are dedicated ICB only sites/spaces detail request is broken down by site below:

Arnot Hill Civic Centre – 2 Switches

Trent Bridge House – 2 Switches

Sir John Robinson House – 3 Switches

12. How many tickets were raised for IT remote connectivity issues

Nottinghamshire Health Informatics Service have implemented a new Service Desk Tool which went live in October 22. Therefore information is based upon detail from this date to present.

There haven't been any reported IT remote connectivity issues

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.