

23/05/2023

NN-ICB/23/275

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 do hold the information that you have requested. A response to each part of your request is below.

In the request you asked:

To facilitate a research study, please provide a breakdown of ICB expenditure on NHS general practice patient communication and triage system suppliers. More specific details provided below.

Period: Financial Year 2022/23 – end Mar31, 2023

1. Email communication systems (exclude regular operational email ie Microsoft Office, include specific patient communication systems only)
 - Split by type of expenditure
 - One-off setup or service activation fees or general consulting
 - Recurring service management/software licences
 - Specific messaging costs if contracts include per message volume transactional costs

NHS Nottingham and Nottinghamshire ICB's expenditure for email communication systems in 2022/23 was £0.

2. SMS and Data message communication

- Split by type of expenditure
 - One-off setup or service activation fees or general consulting

NHS Nottingham and Nottinghamshire ICB's expenditure for SMS and Data message communication in 2022/23 for one-off set up or service activation fees or general consulting was £0.
 - Recurring service management/software licences

NHS Nottingham and Nottinghamshire ICB's expenditure for SMS and Data message communication in 2022/23 for recurring service management/software licenses was £306,553.95.
 - Specific messaging costs if contracts include per message volume transactional costs

NHS Nottingham and Nottinghamshire ICB's expenditure for SMS and Data message communication in 2022/23 for specific messaging costs where contracts include per message column transactional costs was £419,952.84.

3. Automated or manual Patient Triage/message communication

- Split by type of expenditure

- One-off setup or service activation fees or general consulting

NHS Nottingham and Nottinghamshire ICB's expenditure for automated or manual Patient Triage/message communication in 2022/23 for one-off set up or service activation fees or general consulting was £0.

- Recurring service management/software licences

NHS Nottingham and Nottinghamshire ICB's expenditure for automated or manual Patient Triage/message communication in 2022/23 for recurring service management/software licenses was £320,203.61.

- Specific messaging costs if contracts include per message volume transactional costs

NHS Nottingham and Nottinghamshire ICB's expenditure for automated or manual Patient Triage/message communication in 2022/23 for specific messaging costs where contracts include per message column transactional costs was £0. This was included in the SMS and data communication costs above.

4. Details of messaging volumes for NHS 'free' services such as [GOV.UK](https://www.gov.uk) Notify and NHS App IF used.

Not applicable. NHS Nottingham and Nottinghamshire ICB do not use these services.

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.