

10/01/2025

NN-ICB/24-1023

Dear Requestor

**Re: Freedom of Information Request**

Thank you for your request for information, received on 10 December 2024, regarding a) dedicated palliative and end of life care single point of access telephone advice lines, and b) urgent community response services, within the Integrated Care System (ICS). We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we do hold the information requested.

Please find below our response to your request:

**a) 24/7 dedicated palliative and end of life care single point of access telephone advice/support/help line**

1. As of 10 December 2024, does your ICS have a dedicated palliative and end of life care (PEoLC) single point of access (SPoA) telephone advice/support/help line?

Yes.

2. If yes to question 1, is there more than one service provided?

Yes.

- If yes to question 1, please complete the following table as completely as you can.

- If yes to question 2, please complete the table for each separate service. A Word document with additional tables is attached if helpful, or you can just copy and paste the table below.

3. Who is the contracted lead provider of the service?	Nottingham University Hospital - Haywood House	Nottingham HealthCare Trust - John Eastwood Hospice	Rainbow's Children's Hospice	Nottingham Healthcare Foundation trust
4. When was the service established?	During Covid	2018	2023	Part of the Childrens Community Nursing offer, circa 2016
5. Is it available to patients and carers?	No	No	Not formally, however some families are able to utilise this in certain circumstances	Yes, activated End of Life (children only)

6. Is it available for people not previously known to palliative care services (e.g. not on the supportive palliative care register)?	Yes	Yes	Yes	No
7. Is it available to all health and care professionals (i.e. GPs/district nurses, care home staff, ambulance staff)?	Yes	Yes	Yes	Yes, activated End of Life (children only)
8. What is the makeup of the team involved in responding to the telephone calls? Please select all that apply.	<ul style="list-style-type: none"> <li>Registered Nurse</li> <li>Clinical Nurse Specialist</li> <li>Doctor</li> <li>Specialist Palliative Consultant</li> </ul>	<ul style="list-style-type: none"> <li>Registered Nurse</li> <li>Clinical Nurse Specialist</li> <li>Doctor</li> <li>Specialist Palliative Consultant</li> </ul>	<ul style="list-style-type: none"> <li>Clinical Nurse Specialists</li> <li>Advanced Clinical Practitioners</li> <li>Specialist Palliative Consultant</li> </ul>	<ul style="list-style-type: none"> <li>Community Childrens nurses (CCN) with support from Paediatric Consultants</li> <li>Overnight support via Advanced Clinical Practitioners at Rainbows or CCN/Consultants as required</li> </ul>
9. Are any members of the team involved in responding to the telephone calls trained prescribers?	Yes	Yes	Yes	Yes
10. What type of access to patient health records do the team responding to the telephone calls have? Please select all that apply.	<ul style="list-style-type: none"> <li>Advance care planning information</li> <li>Summary patient record</li> <li>Full patient record</li> </ul>	<ul style="list-style-type: none"> <li>Advance care planning information</li> <li>Summary patient record</li> <li>Full patient record</li> </ul>	<ul style="list-style-type: none"> <li>Symptom management plan</li> <li>Advance care plan</li> <li>Some s1 access</li> </ul>	<ul style="list-style-type: none"> <li>Symptom management plan</li> <li>Advance care plan</li> <li>Patient record</li> </ul>

11. What age range is covered by the service?	Adults only	Adults Only	0-25	0-25
12. What % (estimate) of the ICS's geography does it cover?	Nottingham City	Nottinghamshire County	All	All (excluding Bassetlaw)
12a. If answer to question 12 is less than 100%, please provide detail on what areas are <b>not</b> covered.	N/A	N/A	N/A	Excluding Bassetlaw
13. What are the hours of operation?	24/7	24/7	24/7	24/7
14. What are the days of operation? Please select all that apply.	<ul style="list-style-type: none"> <li>• Weekdays</li> <li>• Weekends</li> <li>• Bank holidays</li> </ul>	<ul style="list-style-type: none"> <li>• Weekdays</li> <li>• Weekends</li> <li>• Bank holidays</li> </ul>	<ul style="list-style-type: none"> <li>• Weekdays</li> <li>• Weekends</li> <li>• Bank holidays</li> </ul>	<ul style="list-style-type: none"> <li>• Weekdays</li> <li>• Weekends</li> <li>• Bank holidays</li> </ul>
15. How is the service funded? Please select all that apply.	ICB	ICB	Regional contributions via the five East Midland ICBs	ICB
16. What type of support can the service provide to callers (e.g. advice, emotional support, psychological support, signposting, triaging, organising home visits, prescribing, referral to other services, follow-up, bereavement support)?	Symptom management, prescribing	Symptom management, prescribing	Advice and support for any aspect of care i.e. symptom management, pain management	Advice and support for any aspect of care i.e. symptom management, pain management
17. Please share any relevant links for more information, if available.	None	None	None	None

## b) Urgent community response

1. As of 10 December 2024, is your ICS operating a 2-hour urgent community response (UCR) service across the ICS meeting the minimum required operating hours (8:00am-8:00pm, 7 days/week)?

Yes.

a. If yes to question 1, does the UCR service operate extended hours (i.e. outside of 8:00am-8:00pm)?

Yes.

i. If yes to question 1a, please provide details on the hours of operation.

08:00-22:00 (last referral 8pm to allow for a visit within 2 hours).

ii. If no to question 1a, has the ICB commissioned a separate service to provide out-of-hours UCR services (e.g. wrap around) for people with palliative and end of life care needs?

CityCare have Evening and Night services for patients already on caseload. There is no other service commissioned out of hours.

If yes to question 1aii, please provide the name(s) of the providers operating the separate service(s).

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If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has 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, Director of Corporate Affairs via [lucy.branson@nhs.net](mailto: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

[nnicb-nn.foi@nhs.net](mailto:nnicb-nn.foi@nhs.net)

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