Nottingham and Nottinghamshire Integrated Care Board

28/03/2025

NN-ICB/25-1106

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 27 February 2025, regarding digital systems and contracts in use for CHC/AACC services. 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:

1. A list of the **digital systems** currently used within your CHC/AACC services, along with their primary function (e.g., referral portal, case management, procurement, digital assessments, patient portal, etc.).

   The ICB currently uses the Broadcare system, of which its key functions are:
   - Logging referrals and assessment outcomes
   - Recording of care packages and package costs
   - Logging invoices paid by the ICB
   - Scheduled payments to providers
   - Recording patient reviews
   - NHSE Quarterly reporting
   - PLDS/AACCDS reporting
   - Patient case management
   - Referral Portal – Not currently used
   - General Data capture/reporting.

   The ICB also uses SystmOne, of which its key functions are:
   - Logging referrals and assessment outcomes
   - Recording patient reviews
   - Patient case management
   - Sharing of clinical information across teams/organisations
   - General Data capture/reporting

   The ICB also uses iQA, which is a system only used to store legacy information. It is not actively used for any function of our CHC process.

2. The name of the **supplier or provider** for each system.

   Broadcare - CHC Healthcare (recently rebranded to Xyla)
   SystmOne – TPP (The Phoenix Partnership
   iQA – QA Plus

3. The **expiry date** of the current contract for each system.

   Broadcare contract expires - 31/03/2027
   SystmOne – 31/03/2025
   iQA contract expires – 31/03/2025

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 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

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 nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.