

15/12/2025

NN-ICB/25-1386

Dear Requestor

**Re: Freedom of Information Request**

Thank you for your request for information, received on 5 November 2025, regarding COVID-19 patient interactions. 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:**

I am writing under the Freedom of Information Act 2000 to request information held by your organisation regarding COVID-19 patient interactions at your COVID-19 hub (or equivalent service), for the prior 12 months up to the latest data point available, with a particular focus on access to antivirals. The information is expected to be received as aggregated totals.

1. Patient Attendance

- How many patients in total have accessed the service in the last 12 months?

The service has been accessed by 522 patients.

2. What referral method to the service made up the contribution of all referrals?

- HCP Referral (primary care): 9.38% of referrals from GP.
- HCP Referral (secondary care): 1.72% of referrals from secondary care.
- Patient Self-referral 2.34% self-referrals.
- Other:

3.37% of referrals from care homes.

11.49% of referrals from 111.

3. Daily Interventions

- How many patients were qualified to receive some sort of pharmacological intervention (aligned to NICE), regardless of whether they went on to receive treatment?  
323.
- How many patients received pharmacological treatment?  
323.

- For patients who did not receive pharmacological treatment, what were the top 3 reasons for a patient not receiving treatment? e.g.: Outside of treatment window, not eligible (NICE), watch & wait, symptoms not severe enough, late positive test result, etc.
  1. Not CMDU (Covid-19 Medicine Delivery Unit) Eligible; Does not Meet Criteria.
  2. Advice, Criteria met, Treatment not Indicated.
  3. Call to Discuss Previous CMDU Triage.
- For those patients that did receive treatment, what was their main underlying primary condition that qualified them to be eligible to receive treatment (e.g. Solid Cancer, immune suppressed, renal disease, etc)?

| Category  | Total      |
|---|------------|
| Cancer / Malignancy (CA, Leukemia, Myeloma, Lymphoma) | 65         |
| Transplant/Immunosuppression                          | 44         |
| Chronic/Systemic Conditions                           | 42         |
| Cardiovascular/Stroke                                 | 31         |
| Endocrine / Metabolic                                 | 28         |
| Neurological  | 23         |
| Autoimmune / Inflammatory                             | 23         |
| Kidney / Renal  | 17         |
| Gastrointestinal / Hepatic                            | 10         |
| Infectious / Immune Deficiency                        | 7          |
| Haematological  | 6          |
| Mental Health / Behavioural                           | 3          |
| Skin/Dermatological                                   | 2          |
| Other / Unspecified                                   | 22         |
| <b>TOTAL</b>  | <b>323</b> |

#### 4. Capacity

- How many HCPs do you have within the COVID-19 service (i.e. no. of prescribers, no. of additional staff, etc)?
 

One clinical lead;

One operational lead,

Six CMDU nurses,

GPs (on a sessional basis as and when required).

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)

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