

18/12/2025

NN-ICB/25-1404

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 18 November 2025, regarding Integrated Urgent Care provision and procurement. 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. What is the name of the organisation(s) currently providing Integrated Urgent Care (IUC) services for your ICB, including:
 - a. NHS111:
DHU111 and Yorkshire Ambulance Service YAS111 (Bassetlaw only).
 - b. Clinical Assessment Service (CAS)
NEMS Community Benefit Services, Yorkshire Ambulance Service YAS 111 (Bassetlaw).
 - c. GP Out of Hours (OOHs)
NEMS Community Benefit Services and DHU Healthcare (Bassetlaw only).

2. When were the contract start dates for your above named IUC contracts?
 - NHS 111 (DHU) - 09/04/2024;
 - NHS 111 (YAS) - 01/04/2019;
 - CAS (NEMS) - 01/10/2023;
 - CAS (YAS 111) - 01/04/2019;
 - GP OOH (NEMS) - 01/10/2023;
 - GP OOH (DHU) - 01/04/2025.

3. What is the duration of the current initial contract term per contract? If contracts include extension clauses, please advise on the duration & frequency.
- NHS 111 (DHU) - 5 years;
 - NHS 111 (YAS) - 7 years;
 - CAS (NEMS) - 2 years and 6 months;
 - CAS (YAS 111) - 7 years;
 - GP OOH (NEMS) - 2 years and 6 months;
 - GP OOH (DHU) - 12 months.
4. When are the current IUC contracts due to expire? (including any extension periods which have been confirmed or utilised)
- NHS 111 (DHU) - 08/04/2029;
 - NHS 111 (YAS) - 31/03/2026;
 - CAS (NEMS) - 31/03/2026;
 - CAS (YAS 111) - 31/03/2026;
 - GP OOH (NEMS) - 31/03/2026;
 - GP OOH (DHU) - 31/03/2026.
5. What is the estimated total annual contract value or budget allocated for each of your current or future IUC contracts named above?
- DHU111 - £5,089,428;
 - YAS111 & CAS combined (Bassetlaw) - £381,616;
 - NEMS CAS OOH - £7,183,067;
 - DHU OOH (Bassetlaw) - £1,540,515.
6. Does the ICB have an anticipated timeline for the procurement of future IUC contracts? If so, please share details.
- Timeline not yet determined.
7. Does the ICB intend to commission future IUC service components (NHS111, CAS & OOHs) separately or together? If separately, please advise on how you will/might separate the lots?
- The ICB can confirm that future IUC service components are intended to be commissioned separately. However, we do not hold information regarding the specific lot structure at this time.

8. Does the ICB intend to introduce additional services or expand the scope compared with the current IUC contract provision?

No.

9. Do your existing IUC providers utilise AI triage within service delivery? If yes, which models are deployed?

No.

10. For future IUC procurements, does the ICB intend to mandate AI triage & if so, is there a specific AI triage model which would be preferred or mandated?

Not at this time, however national guidance could change and national developments within 111 could be rolled out prior to any procurement.

11. Can the ICB confirm which procurement process they intend to use for future IUC procurements (e.g. competitive process, Provider Selection Regime (PSR) regulation)

Not yet determined.

12. Has the ICB conducted (or intend to conduct) any market engagement exercises or Prior Information Notices (PIN) regarding future IUC contracts? If so, please provide details & any associated documentation from completed market engagement, or advise on anticipated timelines for future IUC market engagement.

The ICB has not conducted any market engagement in relation to the future IUC contracts. There are no current plans in place to do so for future contract cycles.

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.