

30/06/2026

NN-ICB/26-1611

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 12 May 2026, regarding community musculoskeletal 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. Could you please confirm your current provider for MSK Services in the community?

NHS Nottingham and Nottinghamshire Integrated Care Board commissions musculoskeletal (MSK) services in the community through a **place-based, multi-provider model**, rather than a single provider arrangement.

Current community MSK provision is delivered by a combination of organisations across the system, including:

- a. **Nottingham CityCare Partnership CIC** – delivering the MOSAIC MSK service within Nottingham City
- b. **Nottinghamshire Healthcare NHS Foundation Trust** – providing community MSK physiotherapy services, including within Mid-Nottinghamshire
- c. **MSK Together partnership** – an integrated service model across Mansfield, Ashfield, Newark and Sherwood, involving multiple health organisations working collaboratively
- d. **Circle Integrated Care** – delivering community MSK services in the Rushcliffe area
- e. **Connect – Nottingham Community MSK assessment and treatment services (CMATS)** – providing triage, assessment and management for community MSK pathways.

2. Does the service include anything extra like pain, rheumatology etc?

Community pain services are commissioned separately.

3. Could you share the specification they deliver to?

The ICB does not hold a standalone MSK Service Specification.

Community MSK services are commissioned through multiple providers, and there is no single system-wide specification. Service specifications vary by provider and locality, and in some cases MSK requirements are included within broader community service specifications rather than standalone documents.

4. What is the current contract expiry date?

31 March 2027.

5. Could it be extended?

Yes, in line with the Health Care Services (Provider Selection Regime) Regulations 2023.

6. If so, when could it be extended to?

The date would be dependent on the Provider Selection Regime process followed in line with the Health Care Services (Provider Selection Regime) Regulations 2023 as noted above.

7. Is the current service invoicing (within 5%) as initially advertised in the original tender?

Yes.

8. If not, what is the difference due to e.g. initial back log, increase in scope?

Not applicable.

9. Could you share the KPI's used for this service?

The ICB does not hold any MSK (Musculoskeletal) specific KPIs.

10. What is the name of (including the title) of the person responsible for managing this service?

Gemma Whysall, Director of Commissioning for the ICB.

Please note that the service is managed by Nottinghamshire Healthcare NHS Foundation Trust, see [Musculoskeletal physiotherapy | Nottinghamshire Healthcare NHS Foundation Trust](#) for contact information.

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 Governance and Assurance 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

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