Nottingham and Nottinghamshire Integrated Care Board

17/07/2026

NN-ICB/26-1669

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information received on 22 June 2026 regarding spend on patient experience.

We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA). Under the Act, public authorities are required to respond within 20 working days. The information held by NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) relevant to your request is set out below. Where information is not held, or where compliance would exceed the appropriate cost limit provided for under the Act, this has been explained in our response.

Please find below our response to your request:

1. How many staff were/are/will be employed by the ICB in roles relating to the gathering/analysing/reporting of patient experience for each of the following financial years:
    a. 2023/24
    b. 2024/25
    c. 2025/26
    d. 2026/27
    e. 2027/28

    The ICB does not hold a centrally defined or recorded dataset identifying staff whose roles relate specifically to the gathering, analysis or reporting of patient experience. These functions are undertaken across a broad range of teams and professional disciplines, including quality, commissioning, transformation, analytics, communications and engagement functions, and are not recorded or coded in a manner that would allow the information to be readily extracted.

    To identify the information requested would require a manual review of individual job roles, organisational structures and historical records across the organisation for each of the years specified. We estimate that the work required to locate, retrieve and extract this information would exceed the appropriate limit under Section 12 of the Freedom of Information Act 2000. Accordingly, the ICB is not obliged to comply with this element of the request.

    In relation to 2027/28, the ICB does not yet hold confirmed staffing structures or establishment information for that period. Workforce remains subject to ongoing organisational planning and management of change processes, including work being undertaken across the NHS Derby and Derbyshire, NHS Lincolnshire and NHS Nottingham and Nottinghamshire ICB cluster.

2. What was/is/will be the total budget spend/allocation for the ICB's activities engaging with patients and communities to gather experiences and get their input on the development of services for each of the following financial years:

    a. 2023/24

    b. 2024/25

    c. 2025/26

    d. 2026/27

    e. 2027/28

    Engagement activity is embedded across a wide range of programmes, services and commissioning activities. Expenditure associated with those activities is not recorded in a manner that would enable the ICB to identify and aggregate all relevant costs across the requested years. Consequently, the ICB does not hold the information requested in a recorded format.

    Whilst annual budgets may be allocated to communications and engagement functions, those budgets do not capture the full scope of activity described in the request and would not provide a complete or accurate response.

    In relation to future years, the ICB only holds budget information that has been formally developed and approved through its planning processes. The ICB does not currently hold finalised budget allocations for all aspects of the activities described for 2027/28.

3. What was the volume of patient experience data (in terms of numbers of people having shared insights with the ICB) for each of the following years:

    a. 2023/24

    b. 2024/25

    c. 2025/26

    The ICB draws upon a wide range of sources of patient insight and experience, including patient and public engagement exercises, co-production activities, complaints and Patient Advice and Liaison Service (PALS) information, survey results, provider intelligence, feedback received through partner organisations, and information shared through programme and governance arrangements.

    The ICB does not hold a single dataset recording the number of individuals whose experiences or views have informed its decision-making. Information is received through multiple routes and from multiple organisations, including NHS providers, local authorities, Healthwatch organisations and voluntary, community and social enterprise sector partners.

    Whilst participant numbers may be recorded for specific engagement activities or consultations, much of the patient experience intelligence used by the ICB is received in aggregated, thematic or qualitative form. As a result, it is not possible to determine a total number of individuals who have shared insights with the ICB across the requested years.

    Accordingly, the ICB does not hold the information requested in the form specified.

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

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.