

Our Ref: AKB/PW/FOI-09-121

14th October 2022

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

FOI-09- 121

Your request for information under the Freedom of Information Act 2000

Thank you for your request dated the 23rd September 2022. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board does hold part of the information that you have requested. Please see our responses in blue below

- 1. Are you partnering with any other private or public sector organisations to deliver your Personal Health Budgets (PHBs)? If so, please provide the names of those organisations and a summary of the services they provide?**

The Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) commissions the Midlands and Lancashire Support Unit (MLCSU) to delivery Personal Health Budgets (PHBs) on its behalf.

Please contact the MLCSU who will be able to provide you with the details of organisations that support the delivery of PHBs such as Health Your Way / Adams Direct / AVA. Details as follows:

mlcsu.staffordshirephbs@nhs.net

Freedom of information | NHS Midlands and Lancashire CSU

- 2. Who is responsible for the delivery of the PHB targets and what are their contact details (name, email and phone number)?**

There is no one in individual responsible for the delivery of PHB targets, statutory responsibility sits with the ICB, however the Head of Service within the MLCSU is responsible from an operational perspective. The PHB Team can be contacted on 07423 75773.

mlcsu.staffordshirephbs@nhs.net

- 3. Who is responsible for the delivery of the Continuing Healthcare programme and what are their contact details (name, email and phone number)?**

The Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) commissions the Midlands and Lancashire Support Unit (MLCSU) to delivery Personal Health Budgets (PHBs) on its behalf.

4. Who is the Personalised Care or Personalisation Lead/Personalised Care Operations Lead at the ICB and what are their contact details ((name, email and phone number)?

Natalie Cotton
Head of Strategic Commissioning
Email: Natalie.cotton@staffsstoke.icb.nhs.uk

5. Who is the Integrated Care Lead at the ICB and what are their contact details (name, email and phone number)?

Gemma Smith
Deputy Director of Commissioning – Partnerships and Integration
Email: gemma.smith@staffsstoke.icb.nhs.uk

6. Who is responsible for the digital transformation within the ICB and what are their contact details (name, email and phone number)?

Chris Ibell
Chief Digital Information Officer
Email: chris.ibell@mpft.nhs.uk

7. Who is the current Director of Finance within the ICB and what are their contact details (name, email and phone number)?

Paul Brown
Chief Finance Officer
Email: paul.brown@staffsstoke.icb.nhs.uk

8. How many people in your ICB have been awarded a Continuing Healthcare budget and how many of these have taken up a PHB?

- 785 CHC Patients in Total
- 278 PHB Patients

9. What was total annual spend on PHBs for your ICB and how does that spend break down by Direct Payment, 3rd party managed and notional budgets?

| Type of PHB | Sum of Total |
|---|--------------|
| PHB Direct Healthcare Payment – Direct Account | £285,606.50 |
| PHB Direct Healthcare Payment – Managed Account | £351,787.30 |
| PHB Direct Healthcare Payment – Virtual Wallet | £693,077.46 |

PHB Notional Budget
Grand Total:

£ 45,644.16
£1,754,847.18

10. What software, if any, is used to manage PHBs and direct payments in your ICB?

Adam Case Management System and also the AVA Virtual Waller System for 39 of the 278 patients.

11. What is the total annual cost for this software and what licensing model is used, e.g., X% of budget/per user/fixed cost?

This differs. If the package is purchased via the DPS system then this is 1% of the weekly cost. Unable to provide a full cost/breakdown.

12. When is the contract for the PHB software up for renewal?

February 2023

13. If not in use already, are you considering digital automated services to assist with the delivery of services and budget management of your PHBs, personal budgets, direct payments and integrated personal budgets?

This is already in place via the Adam System called Ava which sets up virtual wallets for patients/pas and they are paid via this method.

14. Do you use a Direct Payment Support Service (DPSS) to assist direct payment recipients and if so, please provide details of who this is?

Payments are made via the Adam Case Management System.

15. Is the DPSS a contracted service and if so when does that contract expire?

The DPSS is part of the PHB software and the contract therefore also expires February 2023.

mlcsu.staffordshirephbs@nhs.net

16. What is the annual cost of the DPSS

Costs are payable by case – these costs cannot be shared as they are commercially sensitive (Section 41 of the FOI Act applies).

Right of Appeal

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at StaffsStokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk

Yours sincerely

Paul Winter
Deputy Director of Corporate Governance,
Compliance & Data Protection/Data Protection