

Our Ref: PB/AKB/FOI-07-062

8th August 2022

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

FOI FOI-07-062:
Your request for information under the Freedom of Information Act 2000

Thank you for your request dated the 27th July 2022. We can confirm that Staffordshire and Stoke-on-Trent Integrated Care Board does hold the information that you have requested. Please see our responses in blue below / attached:

I would like to request the following information under FOI. For the purposes of this FOI, Authority and Trust are one in the same.

- 1. Does the Authority Outsource its Patient Service Requirements (eg patient contact centre) and / or On-line Patient Portals, which may include / require the provision of staffing and / or the telephony systems used?**

The Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) benefits from an in house "choice and referral centre" in the North of the County which is a legacy Clinical Commissioning Group (CCG) commissioning arrangement. All other patient portals as described are provided by the relevant Service providers.

This ICB therefore does not outsource patient service functions as described.

- 2. If yes which services are outsourced and how many staff deliver each of these services?**

Not applicable.

- 3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?**

Not applicable.

- 4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?**

Not applicable.

Chair: Prem Singh

Interim Chief Executive Officer: Peter Axon

5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?

Not applicable.

6. What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?

Not applicable.

7. Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?

No.

8. Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?

£69.1m target, equating to 3.1% savings.

Please note: we are answering as the Integrated Care Board unitary body, rather than for the whole system.

9. Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?

Yes.

Contract start date: 1st August 2021

Expiry date: 31st July 2022

Provider Name: ERS Medical

Annual contract value:

1 st April 2022 to 31 st March 2023	1 st April 2023 to 31 st March 2024	1 st April 2024 to 31 st March 2025	1 st April 2025 to 31 st March 2026	1 st April 2026 to 31 st July 2026
£9,852,276	£9,803,869	£9,755,228	£9,705,912	£3,214,739

Number of staff to deliver the service: 245

Back-office: 35

Direct staff: 210

10. Is the Authority investing in Digital Solutions in 2022-23, for its patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any)?

The Staffordshire and Stoke-on-Trent Integrated Card Board continues to invest in the One Health and Care Integrated Care Record solution, which provides benefits for both clinicians operation across the Health and Social Care economy across Staffordshire and Stoke-on-Trent as well as directly to patients through the supplier Graphnet's patient engagement system capability.

11. What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?

A more comprehensive patient engagement platform, as well as digital support for virtual wards, remote monitoring and managing frailty. Internally, improvements in connectivity and cyber security are critical for reliable, resilient and secure IT services.

12. What was the total number of patients the Authority treated (in all its meanings) in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?

The ICB and its predecessor organisation (CCGs) were commissioning organisations and were not responsible for treating patients. Therefore, the answer is zero.

13. Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years eg part of a 5-year plan?

Digital Technologies could include eg:

- a) To Enable citizens and patients access to their health care records and data, empowering them to take ownership and a leading role in their own health and ongoing care.
- b) Support clinical and strategic decision making through technology, so that any health and social care organisation providing care to our citizens has access to relevant and up-to-date information.
- c) Improve system wide IT services to increase safety, patient experience and reduce duplication and waste.
- d) Transform the way in which you engage with patients and citizens, supporting them to maintain their own health and wellbeing through digital solutions.
- e) Enable clinicians to provide the best care in all settings, particularly via the use of mobile technology.
- f) Ensure patient information is kept safe and secure
- g) Invest in the infrastructure and technologies needed to enable change and improvements to services and ways of working.

- h) **Support and empower your staff, patients and citizens so they can maximise the potential of new technologies as they become available to them.**

Chris Ibell
Chief Digital Officer
Chris.ibell@mpft.nhs.uk

The digital budget for Primary Care IT, as part of the overall ICB budget, is £1.43m for 2022/2023. In addition, NHS England have provided £150k of funding to the ICB to support Digital transformation. The One Health and Care Integrated care record is commissioned directly by the ICB for Graphnet as part of a 10 year contract and for support and maintenance by the Midlands and Lancashire Commissioning Support Unit.

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 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



**Staffordshire and
Stoke-on-Trent**
Integrated Care Board

Yours sincerely

Paul Brown
Chief Finance Officer