



Our Ref: PW/AKB/FOI-04-347

2<sup>nd</sup> May 2023

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

Telephone: 0300 123 1461

Sent by email

Dear

**FOI-04-347**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your request for information received on the 20<sup>th</sup> April 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

Please see our responses in blue below:

**SHARED CARE RECORD**

**1. Does the ICB have a single Shared Care Record (SCR)?**

Yes.

**2. What is the software solution for the SCR? Please provide the product name (rather than the colloquial name) and the supplier. Where more than one product is used to deliver a shared care record, please include all software used?**

Graphnet CareCentric.

**3. What is the term (length) of the shared care record contract for each software product used?**

10 years.

**4. When do the current contracts end for the software used to deliver the shared care record?**

June 2029.

**5. Where multiple products are used to deliver a SCR, is there a plan to use a single system in the future?**

Not applicable.

6. Does the ICB plan to implement a new SCR solution in the next 5 years, either as a replacement to the current solution or as a new capability?

No.

## PATIENT CONTACT MANAGEMENT

1. Does the ICB utilise Customer Relationship Management (CRM) software for managing and tracking patient contact throughout a patient's care lifecycle?

No.

2. What is the software solution for the CRM? Please provide the product name (rather than the colloquial name) and the supplier. Where more than one product is used to deliver a CRM capability, please include all software used.

Not applicable.

3. What is the term (length) of the CRM contract for each software product used?

Not applicable.

4. When do the current contracts end for the software used to deliver the CRM?

Not applicable.

5. Where multiple products are used to deliver a CRM capability, is there a plan to use a single system in the future?

Not applicable.

6. Does the ICB plan to implement a new CRM solution in the next 5 years, either as a replacement to the current solution or as a new capability?

Not applicable.

7. If no CRM capability is currently in place and there is no plan to implement a CRM solution, how will the ICB deliver a holistic approach to patient contact across its sphere of influence?

The ICB's Shared Care Record using Graphnet CareCentric product does have a patient-facing module that supports direct access to the ShCR by residents. This does not constitute 'a holistic patient contract' solution. Individual Healthcare

Providers are deploying Patient Portal solutions in line with NHS England directives and they should be approached directly for further information.

## **SOFTWARE INTEGRATION**

- 1. Can the ICB please provide the quantity of inbound and outbound interfaces to the Shared Care Record (SCR)?**

The Staffordshire and Stoke-on-Trent (SSOT) One Health and Care (OHC) Shared Care Record has a range of inbound feeds from a variety of organisations including from University Hospitals of North Midlands NHS Trust, Midlands Partnership University NHS Foundation Trust, University Hospitals Derby and Burton NHS Trust, as well as from the two upper tier Local Authorities, Staffordshire County Council and Stoke-on-Trent City Council.

- 2. Can the ICB please provide the detail of any guidelines and principles for interoperability when integrating to ICB-managed systems?**

The ICB itself does not manage systems directly, however the preference for interoperability with the ShCR is to support the FHIR standards.

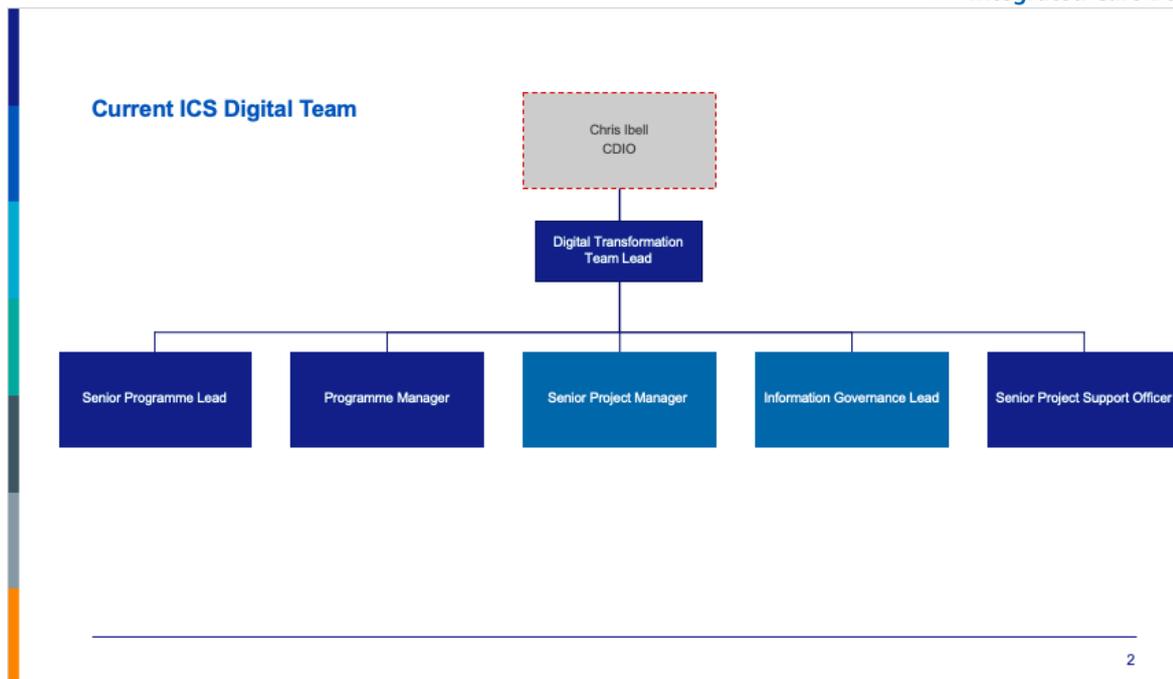
- 3. Can the ICB provide details of any planned future integrations into the ICB digital estate to increase either the quantity or sources of data received into the SCR or to deliver insight and capabilities for population health management?**

The SSOT OHC SHCR has the product capability to support PHM.

## **RESOURCING**

**NOTE:** For the purposes of answering the following questions, an 'internal' resource is defined as individuals employed directly by the ICB and 'external' resources means all other resources.

- 1. Can the ICB please provide an organogram of the ICB's technology team? Please include vacant posts. Where functions or positions are referenced, please identify the quantity of FTE within that function or position.**



2. Can the ICB please provide details of the quantity of ICB FTE whose function is to develop and maintain system and data integrations between NHS and non-NHS organisations?

No ICB FTEs develop and maintain data integrations.

3. How does the ICB currently utilise both internal and external resources to deliver system to system integrations across its sphere of influence? Where external resources are used, please identify whether these are from other NHS organisations or commercial entities.

The OHC ShCR supplier, Graphnet, provides all integration services.

4. Can the ICB provide details of FTE who have been made redundant since the establishment of the ICB whose primary function was delivering an IT function or capability. Details to include:
- The quantity of employees.
  - Job title.

No ICB Digital FTEs have been made redundant since the establishment of the ICB.

5. Will the ICB require external resources to deliver its technology strategy in the following areas:
- System Integration.
  - Analytics.
  - Application development.

Graphnet will continue to support data ingestion to the ShCR (this is not system integration per se), and the Midlands and Lancashire Commissioning Support Unit will continue to support the ICB with business intelligence services. The ICB does not develop applications directly and any questions re application development would need to be directed to individual Healthcare Providers.

## **STRATEGY & DIGITAL FUNDING REQUESTS**

**NOTE:** For the purposes of answering the following question, an 'internal' resource is defined as individuals employed directly by the ICB and 'external' resources means all other resources.

**1. Can the ICB provide a list of all known funding requests received by the ICB for digital projects. These should include all requests and not just those that have an approved business case. Please include the following detail in your response:**

- The funding request name
- The known or estimated funding requirement for each request.
- The financial year in which the request will draw down the funding.
- Whether the activity required by the funding request will be delivered exclusively by internal resources. Where external resources are used, please identify whether these are from other NHS organisations or commercial entities.

- NHSE ICS Digital Transformation Funding 22/23 £150,000 [internal resources].
- NHSE Frontline Digitisation Capital 22/23 £2.178m Category A Readiness and Infrastructure for EPR [internal pass to Provider resources].
- NHSE Remote Care/Virtual Ward Funding 22/23 £405,000 [internal pass to Provider resources].
- NHSE Adult Social Care Digitisation Funding 22/23 £507,200 [internal pass to Council resources].
- NHSE Cyber funding 22/23 £165,000 [internal pass to shared service support for system SOC].

**2. Can the ICB please provide a copy of its digital strategy.**

See attached Strategy.

## **SOFTWARE DEVELOPMENT**

**NOTE:** For the purposes of answering the following question, an 'internal' resource is defined as individuals employed directly by the ICB and 'external' resources means all other resources.

1. How will the ICB deliver against its requirements for technology development? Examples of development would be mobile applications to support the patient pathway or clinical decision support tools. Please include in your response whether the ICB will contain an in-house capability to deliver software developments and what the scope of that capability will be and whether external resources will also be sought.

As covered already, the ICB does not develop applications.

### **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](mailto: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](http://www.ico.gov.uk)

Yours sincerely

**Paul Winter**  
**Associate Director of Corporate Governance**