

Our Ref: PW/AKB/FOI-02-269

9<sup>th</sup> March 2023

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

**FOI-02-269**

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

Thank you for your request dated the 27<sup>th</sup> February 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board does hold some the information that you have requested. Please see our responses in blue below:

**Please may I make an FOI request?**

- 1. Has your ICB implemented online and/or video digital consultation platforms across your GP Practices and Primary Care Networks?**

Yes

- 2. Which technology supplier(s) have you used to provide online digital and/or video consultation solutions. Could you confirm what framework you have used to procure this and when does the contract(s) expire?**

EMIS – DFOVCV, 31<sup>st</sup> March 2023.

AccuRx – GPITF, 31<sup>st</sup> March 2023.

- 3. Please can you confirm the annual spend on your digital online and/or video consultations, per patient per annum?**

Online Consultation spend: £0.25 per patient per annum per year excluding VAT.

Video Consultation spend: The ICB's annual spend is part of a contracted bundle and specific costs for Video Consultations cannot be disaggregated.

- 4. Could you confirm if you have previously used suppliers but have chosen to no longer do so, and which platforms these were?**

Not Applicable.

5. **Could you confirm how you are intending to procure an online and/or video digital consultation platforms going forward?**

Full procurement.

6. **Who at your ICB is responsible for digital health and the selection and implementation of online and/or video digital consultation platforms across GP Practices and Primary Care Networks? Could you please provide their email and contact details?**

William Hill  
Primary Care Digital Project Lead  
Email: [william.hill@staffsstoke.icb.nhs.uk](mailto:william.hill@staffsstoke.icb.nhs.uk)

7. **If you are using online and/or digital consultation platform could you provide details of patient or staff satisfaction surveys or results for those platforms?**

The ICB does not use online and/or digital consultation platforms.

### **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)



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

Yours sincerely

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