

Our Ref: PW/AKB/FOI-05-354

10th May 2023

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

FOI-05-354

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 24th April 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

To facilitate a research study, please provide a breakdown of ICB expenditure on NHS general practice patient communication and triage system suppliers. More specific details provided below.

Period: Financial Year 2022/23 – ending 31st March 2023

1. Email communication systems (exclude regular operational email ie Microsoft Office, include specific patient communication systems only)

- **Split by type of expenditure**
 - **One-off setup or service activation fees or general consulting**
 - **Recurring service management/software licences**
 - **Specific messaging costs if contracts include per message volume transactional costs**

[These solutions are not commissioned by the ICB for General Practice.](#)

2. SMS and Data message communication

- **Split by type of expenditure**
 - **One-off setup or service activation fees or general consulting**

0

- **Recurring service management/software licences**

£660,799.25 – Includes the recurring service management / software licence costs for both SMS and data message communication and automated or manual Patient Triage / message communication. These costs form part of combined contracts and cannot be disaggregated.

- **Specific messaging costs if contracts include per message volume transactional costs**

£485,775.47 – Includes the specific messaging costs associated with both SMS and data communication and automated or manual Patient Triage / message communication. Costs associated with types of messaging cannot be disaggregated.

3. Automated or manual Patient Triage/message communication

- **Split by type of expenditure**

- **One-off setup or service activation fees or general consulting**

0

- **Recurring service management/software licences**

Recurring service management / software licences costs as included under question 2. These costs form part of combined contracts and cannot be disaggregated.

- **Specific messaging costs if contracts include per message volume transactional costs**

Specific message costs as included under question 2. Costs associated with types of messaging cannot be disaggregated.

4. Details of messaging volumes for NHS 'free' services such as [GOV.UK](https://www.gov.uk) Notify and NHS App IF used.

The ICB does not hold this information.

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
Associate Director of Corporate Governance