

Our ref:  
Please contact:  
Email:  
Personal assistant:  
Direct tel:

25 June 2024

Dear,

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-4064-LSC**

Thank you for your request dated 22 May 2024.

We can confirm that the ICB does hold the information you requested.

Please find our response to your questions below:

*I am looking for some information to be answered under the Freedom of Information Act relating to the capacity and access payment scheme. Funding for this was split into two parts for PCNs – the first 70% was provided for coming up with a plan on access, and the second 30% was dependent on the extent to which these plans were put in place. This 30% element was called the local capacity and access improvement payment (CAIP). This was outlined in the Network Contract DES 2023/24 under point 4.*

*My questions are as follows:*

1. What was the total amount of funding available to PCNs in your ICB area for the capacity and access improvement payment (CAIP)?

**£2,283,418.61**

2. How many PCNs in your ICB area submitted a plan for the capacity and access payments?

**Initial plan - 42**

**End of year plan - 40 (to date)**

3. How many PCNs in your ICB area received the national capacity and access support payment?

**42.**

4. How many PCNs in your ICB area received any money via the local capacity and access improvement payments (CAIP)?

**None to date. Final achievement is currently under evaluation.**

5. Can you please provide the amount of money received by each PCN as part of the local capacity and access improvement payments compared to the amount they were entitled to receive?

**No PCNs have received the 30% payments to date. Final achievement is currently under evaluation and payments will be made before 31<sup>st</sup> August 2024.**

6. And if this was less than 100%, can you please state why?

**N/A – Please refer to the response for question 5.**

7. These CAIP payments were split into three criteria – patient experience of contact, ease of access and demand management, and accuracy of recording in appointment books. Please provide for each PCN in your ICB the amount received per criteria.

**No PCNs have received the 30% payments to date. Final achievement is currently under evaluation and payments will be made before 31<sup>st</sup> August 2024.**

8. Who within your ICB assessed the delivery of the plans?

**Primary Care Place Teams have been evaluating the delivery throughout the year and also reviewing the final achievement, this has been in collaboration with colleagues across the ICB including the ICB Access Lead. Summary of final achievement will be sent to Senior Leadership Team and Primary Services Medical Group.**

9. Under what criteria was the delivery of the plan assessed?

**Patient Experience of Contact:**

- **Compliance of the contractual requirement to report FFT results via CQRS**
- **Improvement on Friends and Family Test scores / Improvements in coverage of the Friends and Family Test**

**Ease of access and demand management**

- **Cloud based telephony (CBT) in place and call-back function activated, with use of data to drive improvement**
- **Where practices are using analogue telephony, a scheduled migration to CBT is in the diary, using a supplier from the national cloud-based telephony framework and time arranged to implement and understand data and drive improvements.**
- **Effective usage of online consultation system(s) by practices in a PCN, demonstrated by increased use of online consultation systems as a digital access route and triage support**
- **Online consultation usage per 1,000 registered patients**

**Accuracy of recording in appointment books**

- **PCN self-certification confirming that all practices in the PCN are:**
  - a) **accurately recording all appointments, by all relevant roles (including ARRS), at PCN and practice level (including enhanced access) in practice/PCN appointment books; and**
  - b) **when recording all appointments, complying with the [categorisation guidance](#) (March 2021) and [guidance](#) (August 2020) on more accurate recording of appointments (see Annex).**

10. When were/will the payments be delivered to PCNs?

**The 30% payment will be paid to PCNs before 31<sup>st</sup> August.**

11. How much CAIP funding was not allocated in your ICB area?

**The whole 70% allocation was paid out. Evaluation for the remaining 30% is currently underway.**

12. What did the ICB do with the funding that wasn't delivered in these payments?

**N/A.**

### **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 this by contacting the FOI team by email at [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net) or by post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

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 CCGs 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

**Professor Craig Harris – Chief Operating Officer**

**On behalf of Kevin Lavery  
ICB Chief Executive**