

Please contact: Access to Information Team

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01 September 2022

Dear

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-2438-LSC**

Thank you for your request dated 27 July 2022.

We can confirm that the ICB does not hold all of the information you requested.

Please find our response to your questions below:

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?
2. If yes which services are outsourced and how many staff deliver each of these services?
3. If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?
4. What is the contract start and expiry date (if multiple contracts exist please specify for each)?
5. Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?
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)?
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)?
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?
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)?
10. Is the Authority investing in Digital Solutions in 2022-23, for it's 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))?
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?

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

**NHS Lancashire and South Cumbria ICB does not hold the information in the detail requested. You may wish to redirect your request to the providers of the services listed below. Please note; if you require information regarding Primary care, you may wish to redirect your requested to the GP practices across the ICB as they may hold the information you require.**

- Lancashire and South Cumbria Foundation trust; <https://www.lscft.nhs.uk/about-us/publications-reports-policies/freedom-information>
- University Hospitals of Morecambe Bay; [Freedom.Information@mbht.nhs.uk](mailto:Freedom.Information@mbht.nhs.uk)
- East Lancashire Hospitals NHS Trust; Email: [foi@elht.nhs.uk](mailto:foi@elht.nhs.uk)
- Blackpool Teaching Hospitals NHS Foundation Trust; [bfwh.pso@nhs.net](mailto:bfwh.pso@nhs.net)
- North West Ambulance Service; <https://www.nwas.nhs.uk/contact-us/foi/>
- GP Practices; <https://www.lancashireandsouthcumbria.icb.nhs.uk/our-work/your-local-services/gp-practices>

### **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

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