

Please contact: Access to Information Team

Email: MLCSU.FOITeam@nhs.net

Direct tel: 01782 872648

Chorley House
Lancashire Business Park
Centurion Way
Leyland
PR26 6TT

22 September 2022

Tel: 01772 214232
www.lancashireandsouthcumbria.icb.nhs.uk

Dear

Re: Your request for information under the Freedom of Information Act 2000
Ref no: FOI-2566-LSC

Thank you for your request dated 13 September 2022.

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

Please find our response to your questions below:

Q1	<p>Your Question:</p> <p>Which clinical system/s does the organisation use across the region (EMIS/TPP or other)?</p> <p>a. If there is a split across the region, what is the percentage?</p>
	<p>Our Response:</p> <p>100% EMIS</p>
Q2	<p>Your Question:</p> <p>What online digital triage system is currently used?</p> <p>a. Who currently provides the online digital triage?</p> <p>b. What was the contract start date?</p> <p>c. What is the contract end date?</p> <p>d. What is the annual cost?</p> <p>e. What framework was used to procure the supplier?</p> <p>f. Will there be a tender to consider new providers?</p> <p>g. If so, which framework will be used?</p> <p>h. When will this likely to occur?</p>

Our Response:

- a) **Following procurement in 2022 the following were successful suppliers of on-line digital triage for Lancashire and South Cumbria:**
1. **AccuRX – Patient Triage and Video (non-automated triage)**
 2. **Advanced HealthCare - PATCHS (automated triage)**
 3. **iPlato – MyGP (non-automated triage)**
 4. **iPlato – MyGP (automated triage)**
 5. **Virtually Health Systems - Virtually Primary and Integrated Care (non-automated triage)**
 6. **Virtually Health Systems - Virtually Primary and Integrated Care (automated triage)**
- b) **The contract start date is September 2022 and supplier and volume depends on practice choices of chosen supplier**
- c) **The contract end date March 2025**
- d) **The maximum total contract value was £485K for on-line consultation, video consultation and triage**
- e) **The framework used to procure the suppliers was the ‘DFOCVC Framework-Off Catalogue procurement’**
- f) **There will be a tender and new procurement process in 2025**
- g) **The framework to be used in 2025 will be the DFOCVC Framework or one notified that supersedes this and as advised by NHSE/I /NHSD**
- h) **2025**

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 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

Yours sincerely

On behalf of Kevin Lavery
ICB Chief Executive