

Please contact: Access to Information Team

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23 March 2023

Dear

Re: Your request for information under the Freedom of Information Act 2000
Ref no: FOI-2947-LSC

Thank you for your request dated 27 February 2023.

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>Has your ICB implemented online and/or video digital consultation platforms across your GP Practices and Primary Care Networks?</p> <p>Our Response:</p> <p>Yes.</p>
Q2	<p>Your Question:</p> <p>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?</p> <p>Our Response:</p> <p>Technology suppliers: Advanced – Patches, Accurx and iPlato</p> <p>Framework: Procurement framework for online consultations and video consultations. Please follow the link for more information - https://www.england.nhs.uk/digitaltechnology/digital-primary-care/commercial-procurement-hub/dynamic-purchasing-system/</p> <p>Contract expiration: Advanced – Patches – October 2026, Accurx – August 2026, iPlato – August 2026</p>

Q3	<p>Your Question:</p> <p>Please can you confirm the annual spend on your digital online and/or video consultations, per patient per annum ?</p>
	<p>Our Response:</p> <p>Including triage, the spend is 0.27p per patient, per annum.</p>
Q4	<p>Your Question:</p> <p>Could you confirm if you have previously used suppliers but have chosen to no longer do so, and which platforms these were</p>
	<p>Our Response:</p> <p>Doctor link was provided to general practice as part of the national covid response.</p>
Q5	<p>Your Question:</p> <p>Could you confirm how you are intending to procure an online and/or video digital consultation platforms going forward?</p>
	<p>Our Response:</p> <p>The details of which have not yet been agreed as current contracts are in place until mid 2026.</p>
Q6	<p>Your Question:</p> <p>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</p>
	<p>Our Response:</p> <p>Peter Kelly (Out of Hospital Digital Lead) – pkelly@nhs.net</p> <p>Asim Patel (Chief Digital officer) - asim.patel3@nhs.net</p>
Q7	<p>Your Question:</p> <p>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?</p>
	<p>Our Response:</p> <p>By means of satisfying key implementation milestones the ICB undertook a process to collate sample feedback from practice managers to ensure satisfaction with the product and associated training delivery.</p>

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**