

Please contact: Access to Information Team

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30 June 2023

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-3088-LSC**

Thank you for your request dated 21 April 2023.

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

Please find our response to your questions below:

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 – end Mar31, 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

**Whilst some GP practices will utilise their existing email systems for some forms of patient communications (with appropriate processes, governance and safe guards in place) the ICB has not funded local email communication systems for that specific purpose so does not maintain any data or metrics on this type of usage**

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

**£792.00 – annual SMS gateway charge**

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

**All SMS expenditure is via the Online and Video Consultation systems with costs shown in question 3 below**

3. Automated or manual Patient Online Consultation (Triage) message communication

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

**£0**

- Recurring service management/software licences

**£36,677**

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

**£430,422**

4. Details of messaging volumes for NHS ‘free’ services such as GOV.UK Notify and NHS App IF used.

**NHS App usage by type**

<b>NHS App</b>				
	Appointments Booked	Cancelled		Prescriptions
Apr-22	2,299	1098		49,530
May-22	2,905	1266		55,259
Jun-22	2,753	1363		52,715
Jul-22	2,795	1358		55,094
Aug-22	4,345	1332		58,949
Sep-22	5,625	2262		57,983
Oct-22	5,483	2987		65,725
Nov-22	4,568	2483		67,499
Dec-22	3,633	1835		69,634
Jan-23	5,514	2506		75,314
Feb-23	4,755	2340		71,035
Mar-23	5,246	2813		82,114
Apr-Mar	<b>49,921</b>	<b>23,643</b>	<b>73,564</b>	<b>760,851</b>
Jul-Mar	<b>41,964</b>	<b>19,916</b>	<b>61,880</b>	

**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, Wycliff 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**