



North East and North Cumbria

Our Reference North East and North Cumbria
ICB\FOI ICB745

NECS – John Snow House
Durham University Science Park
Durham
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02 February 2024

Applicant
By Email

Dear Applicant

Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)

Thank you for your request received by North of England Commissioning Support (NECS) on 01 February 2024 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Your Request

I would like to know if your Trust has commissioned a virtual ward system?

If they **have not**:

1. Is the Trust considering a pilot scheme to commission a virtual wards system?
2. How would the Trust procure using a tender portal? If so, which portal/s?
3. Who are the virtual wards lead/s at the Trust?

If they **have**, please provide me with the following information:

Staffing and Resources:

How many clinicians are typically assigned to a virtual ward?

1. What are the usual working hours and days per week for staff in a virtual ward?
2. What are the challenges and potential solutions related to staffing virtual wards, including the implications for the broader NHS workforce?

Training and Support:

What kind of training is provided to staff working in virtual wards?

Are there any guaranteed support or resources available for virtual ward staff, especially in the context of potential staff shortages or the need to borrow from other departments?

Delivery Process and Quality of Care:

What measures are in place to ensure the quality of care provided by virtual wards?

1. What are the challenges and opportunities in implementing virtual wards, and what potential solutions have been identified to improve their efficiency and effectiveness?

Patient Care and Impact:

1. How is patient care managed and monitored within virtual wards?
2. What are the implications of virtual wards on the demand for traditional hospital services and the overall healthcare system?

Vendor:

1. How did you select the vendor that provides your virtual wards system?
2. What is the vendor's name?
3. When is the vendor's current contract period due to expire?

Our Response

NENC ICB are not the holders of this information, you will need to redirect your request to the Foundation Trusts: -

NENC Acute Hospital FTs	Email
County Durham & Darlington NHS FT	cdda-tr.cddftfoi@nhs.net
Gateshead Health NHS FT	ghnt.foi.enquiries@nhs.net
North Cumbria Integrated Care NHS FT	foirequest@cumbria.nhs.uk
North Tees & Hartlepool NHS FT	foi@nth.nhs.uk
Northumbria Healthcare NHS FT	foi@northumbria.nhs.uk

South Tees Hospitals NHS FT	foi@stees.nhs.uk
South Tyneside and Sunderland NHS FT	stsft.freedomofinformation@nhs.net
The Newcastle Upon Tyne Hospitals NHS FT	nuth.freedom.information@nhs.net

NENC Mental Health Hospital FTs	Email
Cumbria, Northumberland, Tyne & Wear NHS FT	foi@cntw.nhs.uk
Tees, Esk & Wear Valley NHS FT	tewv.foi@nhs.net

In accordance with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.org.uk

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 www.legislation.gov.uk . This will not affect your initial information request.

Yours sincerely

Hilary Murphy

Hilary Murphy
Information Governance Officer