



North East and North Cumbria

Our Reference North East & North Cumbria
ICB FOI 477

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09 August 2023

By Email

Dear Sir or Madam

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 31 July 2023 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).

Please find the information you requested on behalf of the ICB as follows.

Your Request

Under the Freedom of Information Act 2000, in line with transparency and confidentiality obligations in contracts and outsourced services, I request the following contact(s) information held by the North East and North Cumbria ICS, subject to FOIA.

1. Technology-enabled virtual wards remote monitoring services contract(s):

A. Is there a single remote monitoring services provider across all North East and North Cumbria ICS technology-enabled virtual wards, or are there multiple providers?

The Newcastle upon Tyne Hospitals NHS FT (NuTH) were successful in bidding for NHSE funds to cover a regional approach that allows for all 8 providers across the North

East and Cumbria Region to benefit from a two-year contract. This covers 200 concurrent beds for each organisation.

Roll out of the single solution will start early September starting with The Newcastle upon Tyne Hospitals NHS Trust.

Two Trusts within the region, South Tyneside and Sunderland FT and North Cumbria Integrated Care have sought alternative providers.

B. Who is/are the contracted remote monitoring services provider(s) for technology-enabled virtual wards?

- Healthcall is the NHSE approved provider who will be delivering the digital platform of which 5/8 Trusts have expressed an interest in. These are: County Durham and Darlington NHS FT, Gateshead Health FT, North Tees and Hartlepool FT, South Tees FT and The Newcastle upon Tyne Hospitals FT.
- MedBioscience – Vital Connect are currently piloting their solution for North Cumbria Integrated Care (NCIC)
- LUSCII Provide the digital solution for South Tyneside and Sunderland
- Northumbria Healthcare Trusts are currently exploring options outside of the single solution offer through their Procurement Team.

C. Does the contract(s) cover only licenses or telehealth equipment/kit, logistics services, etc, if so, which ones are included?

Healthcall is compatible with an array of device integration protocols. Equipment and additional kit are not included can be purchased separately.

D. What is a contract(s) Value (£)?

The value of the Regional Contract for the Healthcall solution is £700.00 over 2 years.

The ICB does not hold information on the South Tyneside and Sunderland FT solution. A separate FOI request will need to be made the respective organisation.

E. What is the contract(s) Start Date?

The aim is to have to contract in place between the ICB and Healthcall for September 2023, however this has yet to be confirmed.

F. What is the contract(s) Length (in months, years, please specify the term)?

The Healthcall offer is for two years.

2. If there is no contract(s) in place, but technology-enabled virtual wards remote monitoring services are/were provided as a pilot programme, please provide the information:

A. Is/was this pilot funded through the North East and North Cumbria ICS, or is/was the funding allocated directly through Trusts or any collaboratives, if so, which one?

The MediBioSense Pilot is funded separately by North Cumbria Integrated Care

B. Who is/was the selected remote monitoring services provided for this pilot?

As above

C. What is/was the pilot Value (£)?

Current spend to date for the MediBio Sense is £20k. This includes equipment such as mobile phones and devices.

D. What is/was the pilot Start Date?

Jan 2022

E. What is/was the pilot Length (in months, years, please specify the term)?

There was no limit regarding the value of the pilot in North Cumbria

3. If there is a technology-enabled virtual ward remote monitoring service contract(s), but exemptions in FOIA protect the information due to the organisation entering a contract with a third-party contractor with confidentiality clauses (or on an expressly confidential basis). In that case, this shouldn't prevent disclosure under transparency obligations, for example, to publish spend data, so please provide the following information:

A. What is the Value (£) spent on remote monitoring for virtual wards?

As stated above, the value of a single solution for the North East and North Cumbria is £700,000 over two years. There has been no spend on this to date as the solution is yet to be rolled out.

This does not include the MediBioSense pilot in North Cumbria which is still in pilot stage.

The ICB does not have access to the South Tyneside and Sunderland Digital Solution as this was procured separately outside of the ICB digital framework for virtual wards.

B. What is the spent term monthly, quarterly, or annual?

Spend for the North Cumbria pilot is a block agreement with the supplier. No funds have been drawn down as yet for the Healthcall solution. Payment schedule is yet to be agreed.

Definitions:

- Virtual ward technology-enabled offers the management of patients via a digital platform to optimise the care of patients, support communication and enable the effective management of a patient's condition. Patients may measure agreed vital signs where relevant and enter data into an app or website.
- Telehealth equipment/kit includes smart devices, digital platforms, apps, and devices designed to help remotely monitor people who live at home.

Our Response

North East and North Cumbria ICB response on behalf of the ICS. This response relates specifically to the single digital offer from Healthcall on behalf of the ICB and relates specifically to Trusts who have expressed interest in the single solution.

In line 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 make a complaint or 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 complaint, you may apply directly to the Information Commissioner for a decision. 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

Pamela Coxon

Pamela Coxon
Information Governance Officer