

Reference: FOI.ICB-2223/218

Subject: Consultation Platforms

*I can confirm that the ICB **does hold some of the information requested**; please see responses below:*

QUESTION	RESPONSE
Has your ICB implemented online and/or video digital consultation platforms across your GP Practices and Primary Care Networks?	Yes
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?	BNSSG ICB (Bristol, North Somerset and South Gloucestershire Integrated Care Board) currently have contracts with Accurx and e-consult and the contracts were procured through the GPIT futures and DFOCVC frameworks. Current contracts expire on 31 March 2023.
Please can you confirm the annual spend on your digital online and/or video consultations, per patient per annum ?	We allocate 25p per patient per annum for online consultation platforms.
Could you confirm if you have previously used suppliers but have chosen to no longer do so, and which platforms these were	N/A

<p>Could you confirm how you are intending to procure an online and/or video digital consultation platforms going forward?</p>	<p>We are intending to procure online consultations for practices using the frameworks available.</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>They can be contacted by enquiring through bnssg.primarycaredevelopment@nhs.net</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>The platforms that we have contracts with provide patient satisfaction surveys to practices.</p>

The information provided in this response is accurate as of 7 March 2023 and has been approved for release by David Jarrett, Director of Integrated and Primary Care for NHS Bristol, North Somerset and South Gloucestershire ICB.