

Reference: FOI.ICB-2223/132

Subject: CHC Digital Solutions

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

QUESTION	RESPONSE
<p>Please refer to requesters template enclosed.</p>	<p>The ICB has applied Section 43(2) to question 3. Section 43(2) exempts from disclosure information which would, or would be likely to, prejudice the commercial interests of any legal person (an individual, a company, the public authority itself or any other legal entity). Section 43(2) is a qualified exemption and therefore subject to the public interest test.</p> <p>CHS Caretrack as the current provider has confirmed that the information is considered commercially sensitive and provided their reasoning. The ICB has considered this information when applying the public interest test to the information.</p> <p>The public interest arguments in favour of disclosing information include the ICB's responsibility to be transparent and accountable in its decision making and to promote public understanding of processes. The ICB also took into account other statutory and mandatory duties placed upon it, including the legal framework for public authority procurements as set out in the Public Contracts Regulations 2015. The amount spent on this service, although procured nationally, is paid for using public funds and therefore the</p>

	<p>public have an interest in how much money has been spent on the contract.</p> <p>The public interest argument in favour of maintaining the exemption include the confirmation from the current provider that the information requested is considered to be commercially sensitive to them and would prejudice their commercial interests as the provider could be at a potential competitive disadvantage if the pricing models were disclosed. This may disadvantage the current provider during any procurement as pricing is often a critical factor in decision making for services such as these. The ICB has a responsibility to secure the best use of public resources and provide value for money and to support other NHS organisations to do this. In this case, the procurement of CHC service digital solutions are procured nationally by NHS England.</p> <p>The ICB has considered both arguments and believes that maintaining the exemption is in the public's interest as it supports NHS organisations to commission services which are value for money.</p>
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The information provided in this response is accurate as of 22 December 2022 and has been approved for release by Rosi Shepherd, Chief Nurse Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

1. Which digital solutions are currently in use within your CHC services across the ICB?

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- Adam
- CHS Caretrack
- CHS Broadcare
- IEG4
- Imosphere Formulate
- QA Plus iChord
- Other - Please provide free text description

2. How many users access the solutions on a regular basis?

- 10-25 25-50 50-75 75-100 100+

3. What is the annual total cost of your current provider?

- Please see Response Template for response to this question.

4. What date is the contract due for renewal for the current provider?

5. Which digital systems are currently in use within your wider ICB for health and social care?

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- Altera Health
- EMIS

- Liquidlogic
- SystemOne
- Other- Please provide free text description

6. Does your current CHC system interface with any of the health/social systems currently in place in the ICB?

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Yes No If Yes please confirm which systems.

7. As a CHC service do you anticipate the need for your CHC system to interface with the wider ICB systems in any of the following timescales?

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- within 12 months
- 12-18 months
- 18-24 months
- 24 months or more
- None of the above

8. Would you consider implementing a web referral portal for your service in the next 12 months?

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Yes No Already have web referral portal in use.

9. Would you consider implementing a patient portal for your service in the next 12-24 months?

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Yes No Already have patient portal in use.

10. What could digital solutions deliver to a CHC / AACC service that would make a significant improvement to current solutions and or support you further in performing your role?

The CHC service will be exploring IT solutions to improve payment processes for care providers in the next 12-24 months.