

Reference: FOI.ICB-2324/041

Subject: ICB Expenditure on GP Communications to Patients

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

QUESTION	RESPONSE
<p>To facilitate a research study, 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 Mar 31, 2023</p>	
<p>1. Email communication systems (exclude regular operational email ie Microsoft Office, include specific patient communication systems only)</p> <ul style="list-style-type: none"> • Split by type of expenditure <ul style="list-style-type: none"> ○ 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 	<p>No other email communication systems used.</p>
<p>2. SMS and Data message communication</p> <ul style="list-style-type: none"> • Split by type of expenditure <ul style="list-style-type: none"> ○ One-off setup or service activation fees or general consulting ○ Recurring service management/software licences 	<p>The ICB spent £193,176.42 on licences for general practice messaging and £615,000 on SMS fragments.</p>

<ul style="list-style-type: none"> ○ Specific messaging costs if contracts include per message volume transactional costs 	
<p>3. Automated or manual Patient Triage/message communication</p> <ul style="list-style-type: none"> • Split by type of expenditure <ul style="list-style-type: none"> ○ 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 	<p>The ICB spent £273,114 on patient triage software licences for practices. Any associated messaging costs is included in costs above and cannot be split out.</p>
<p>4. Details of messaging volumes for NHS ‘free’ services such as GOV.UK Notify and NHS App IF used.</p>	<p>The ICB does not have data on the number of these messages sent.</p>

The information provided in this response is accurate as of 10 May 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.