

Reference: FOI.ICB-2324/347

Subject: Continuing Healthcare (CHC) & Personal Health Budgets (PHB)

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

QUESTION	RESPONSE
<p>1. Are you partnering with any other private or public sector organisations to deliver your Personal Health Budgets (PHBs)? If so, please provide the names of those organisations and a summary of the services they provide?</p>	<p>Bristol, North Somerset and South Gloucestershire Integrated Care Board (BNSSG ICB) refers to a service called “Partner2Care”, which is operated by Sirona Care & Health, to provide support to Personal Health Budget (PHB) holders. This includes a range of options such as care and support planning, PA recruitment, and payroll management services. The ICB also uses Local Authority direct payment mechanisms where appropriate.</p>
<p>2. Who is responsible for the delivery of the PHB targets (e.g. PHB Lead) and what are their contact details (name, email and phone number)?</p>	<p>Dave Jarrett, Chief Delivery Officer All enquiries should be sent to bnssg.customerservice@nhs.net</p>
<p>3. Who is responsible for the delivery of the Continuing Healthcare programme and what are their contact details (name, email and phone number)?</p>	<p>Rosi Shepherd, Chief Nursing Officer All enquiries should be sent to bnssg.customerservice@nhs.net</p>
<p>4. Who is the Personalised Care or Personalisation Lead/Personalised Care Operations Lead at the ICB and what are their contact details ((name, email and phone number)?</p>	<p>Sirona care and health have taken on the system lead role for personalised care. The ICB lead is the Chief Delivery Officer, Dave Jarrett</p>

<p>5. Who is the Integrated Care Lead at the ICB and what are their contact details (name, email and phone number)?</p>	<p>Andy Newton, Head of Integrated Care All enquiries should be sent to bnssg.customerservice@nhs.net</p>
<p>6. Who is responsible for improving faster hospital discharges at the ICB and what are their contact details (name, email and phone number)?</p>	<p>Andy Newton, Head of Integrated Care All enquiries should be sent to bnssg.customerservice@nhs.net</p>
<p>7. Who is the Urgent & Emergency Care Lead at the ICB and what are their contact details (name, email and phone number)?</p>	<p>Greg Penlington, Urgent and Emergency Care lead All enquiries should be sent to bnssg.customerservice@nhs.net</p>
<p>8. Who is responsible for the digital transformation within the ICB and what are their contact details (name, email and phone number)?</p>	<p>Deborah El-Sayed, Chief Transformation and Digital Officer All enquiries should be sent to bnssg.customerservice@nhs.net</p>
<p>9. Who is the current Director of Finance within the ICB and what are their contact details (name, email and phone number)?</p>	<p>Sarah Truelove, Deputy Chief Executive and Chief Finance Officer All enquiries should be sent to bnssg.customerservice@nhs.net</p>
<p>10. How many people in your ICB have been awarded a Continuing Healthcare budget and how many of these have taken up a PHB?</p> <p>Clarification received 08/01/24: I am referring to the calendar year please, so over the 12 month period.</p>	<p>658 of which 83 have taken up a PHB.</p>

<p>11. Excluding wheelchair budgets, how many PHBs have been awarded in the last 12 months and what is the average PHB budget value?</p>	<p>12 PHB awarded Avg value £2760</p>
<p>12. What was total annual spend on PHBs for your ICB and how does that spend break down by Direct Payment, 3rd party managed and notional budgets?</p>	<p>£8,963,000 total spend. Direct Payment £4,976,510 Third Party £3,984,000 Notional £2,490</p>
<p>13. What software, if any, is used to manage PHBs and direct payments in your ICB?</p>	<p>N/A</p>
<p>14. What is the total annual cost for this software and what licensing model is used, e.g., X% of budget/per user/fixed cost</p>	<p>N/A</p>
<p>15. When is the contract for the PHB software up for renewal?</p>	<p>N/A</p>
<p>16. If not in use already, are you considering digital automated services to assist with the delivery of services and budget management of your PHBs, personal budgets, direct payments and integrated personal budgets?</p>	<p>Not in consideration at present.</p>

<p>17. Do you use a Direct Payment Support Service (DPSS) to assist direct payment recipients and if so, please provide details of who this is?</p>	<p>Please see the answer to question 1.</p>
<p>18. Is the DPSS a contracted service and if so when does that contract expire?</p>	<p>As stated in Q1 this service was commissioned as part of Sirona Community contract awarded for 10 year in 2020.</p>
<p>19. What is the annual cost of the DPSS?</p>	<p>The DPSS delivered by Sirona care and health CIC is part of a wider adult community health services contract. This is a block contract and so the DPSS does not have a specific annual cost that can be shared.</p>

The information provided in this response is accurate as of 19 January 2023 and has been approved for release by Sarah Truelove, Deputy Chief Executive and Chief Finance Officer and Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.