

Reference: FOI.ICB-2324/423

Subject: Virtual Wards

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

QUESTION	RESPONSE
I would like to know if your Trust has commissioned a virtual wards system?	The ICB commissions a virtual ward service from Sirona Health and Care CIC for the population of BNSSG. Sirona works in collaboration with North Bristol NHS Trust (NBT) and University Hospitals Bristol & Weston NHS Foundation Trust (UHBW) to deliver the service.
If they <u>have not</u> : 1. Is the Trust considering a pilot scheme to commission a virtual wards system? 2. How would the Trust procure using a tender portal? If so, which portal/s? 3. Who are the virtual wards lead/s at the Trust?	
If they <u>have</u> , please provide me with the following information:	

<p>Staffing and Resources:</p> <ol style="list-style-type: none">1. How many clinicians are typically assigned to a virtual ward?2. What are the usual working hours and days per week for staff in a virtual ward?3. What are the challenges and potential solutions related to staffing virtual wards, including the implications for the broader NHS workforce?	
<p>Training and Support:</p> <p>What kind of training is provided to staff working in virtual wards? Are there any guaranteed support or resources available for virtual ward staff, especially in the context of potential staff shortages or the need to borrow from other departments?</p>	<p>The ICB does not hold this information. Please contact Sirona care and health for this information: Sirona.hello@nhs.net</p>
<p>Delivery Process and Quality of Care:</p> <ol style="list-style-type: none">1. What measures are in place to ensure the quality of care	

<p>provided by virtual wards?</p> <ol style="list-style-type: none">2. What are the challenges and opportunities in implementing virtual wards, and what potential solutions have been identified to improve their efficiency and effectiveness?	
<p>Patient Care and Impact:</p> <ol style="list-style-type: none">1. How is patient care managed and monitored within virtual wards?2. What are the implications of virtual wards on the demand for traditional hospital services and the overall healthcare system?	
<p>Vendor:</p> <ol style="list-style-type: none">1. How did you select the vendor that provides your virtual wards system?2. What is the vendor's name?3. When is the vendor's current contract period due to	



expire?	
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The information provided in this response is accurate as of 12 February 2024 and has been approved for release by Caroline Dawe, Deputy Director Performance and Delivery for NHS Bristol, North Somerset and South Gloucestershire ICB.