

**Your Request:**

- 1) Does the Authority Outsource its Patient Service Requirements (eg patient contact centre) and / or On-line Patient Portals, which may include / require the provision of staffing and / or the telephony systems used?**
- 2) If yes which services are outsourced and how many staff deliver each of these services?**
- 3) If yes, which company or companies are contracted to provide these services (if multiple please specify each supplier)?**
- 4) What is the contract start and expiry date (if multiple contracts exist please specify for each)?**
- 5) Is there an extension period within the contract? If yes, what is the period (if multiple contracts exist, please specify for each)?**
- 6) What is the annual contract value (if it is a zero-value contract eg based on activity, what has been the average spend or budgeted amount and if multiple contracts exist, please specify for each)?**

**Our Response:**

1 - 6) NHS Cheshire & Merseyside ICB does not outsource patient service requirements or on-line patient service portals. Please note that NHS Cheshire & Merseyside ICB is a commissioner of NHS services for our patient population and not a direct provider of healthcare.

**Your Request:**

- 7) Is the authority partnering / working with any other Authorities / Partners on developing services which cover larger geographic areas (if yes, please specify service, location, and partners)?**

**Our Response:**

7) NHS Cheshire & Merseyside ICB commissions a vast range of healthcare services in partnership with NHS, Local Authority and independent providers. NHS Cheshire & Merseyside ICB does not hold any documents that specifically details all services, locations and partners commissioned with other authorities. However, if there is a particular service(s) or service area(s) you would specifically like details of please let us know.

**Your Request:**

- 8) Does the Authority have an efficiency target for this financial year 2022/23, if yes please specify % of overall budget and amount to save?**

**Our Response:**

8) NHS Cheshire & Merseyside ICB has an efficiency target for the 2022/23 financial year in both ICB and provider plans which equate to approx. 4.4%. Further information on NHS Cheshire & Merseyside ICBs efficiency targets for the 2022/23 financial year are detailed within the 'ICB Financial Plan / Budget 2022/23' which can be located on page 88 of the ICB Board meeting papers from 04 August 2022 via the following link:  
<https://www.cheshireandmerseyside.nhs.uk/media/rl1h0m0y/nhs-cheshire-and-merseyside-icb-040822-updated.pdf>

**Your Request:**

**9) Does the Authority provide in-house or outsource Patient Transport Services (if outsourced please specify contract start / expiry dates inc contract extensions, provider name, annual contract value and number of staff to deliver the service, please split by back-office and direct staff)?**

**Our Response:**

9) Please find listed below the Patient Transport Services commissioned by each of the former CCG areas that now make up NHS Cheshire & Merseyside ICB, along with the contract value and start/end dates.

**Cheshire**

- *ERS Transition Ltd*: Start date 01/04/21 – End Date 30/09/21 (extended until 31/03/23). No contract value as cost per case.
- *Congleton Communicare*: Start date 01/04/21 – End Date 31/03/22 (extended until 31/03/23). No contract value as cost per case.
- *West Midlands Ambulance Service*: Start date 01/04/2019 – End Date 31/03/24. Contract value £5,356,596 (based on current block payments).

**Halton & Warrington**

- *North West Ambulance Service NHS Trust (NWAS)*. Start date 01 October 2021 - End date 30 June 2021 (option to extend contract by 24 months). Contract value approximately £5.5 million.

**Knowsley, Liverpool, South Sefton, Southport & Formby, St Helens**

- *North West Ambulance Service NHS Trust (NWAS)*. Start date 01 July 2016 - End date 30 June 2021 (owing to the Covid-19 pandemic this contract has been extended via a Tender Waiver process and the new expiry date is 1st April 2023). Total expected contract value of £8,100,000 across all parties.

**Wirral**

- *West Midlands Ambulance Service*: Start date 01/07/19 – End date 31/03/24 (no option to extend). Contract Value £2,526,316.

Information is not held regarding the number of staff to deliver the PTS services listed above.

Your Request:

**10) Is the Authority investing in Digital Solutions in 2022-23, for it's patients and are you working with any other partners to this effect (if yes, please specify nature of solution and partners name(s) (if any))?**

Our Response:

10) A Digital and Data strategy is in development, this focusses on working collaboratively with a number of partners across Cheshire and Merseyside, and national colleagues, some of the priorities include:

- Remote monitoring
- Personal Empowerment Portals
- Shared records
- Digital Inclusion

Your Request:

**11) What, if any, Digital Technologies would you like to see the Authority implement and/or adopt, if money was no barrier, to improve quality of service internally and externally?**

Our Response:

11) NHS Cheshire & Merseyside ICB does not hold any documents that detail what digital technologies would like to be implemented if money was no barrier.

Your Request:

**12) What was the total number of patients who had contact with Secondary Care Services in: 2021 – 2022 / 2020 – 2021 / 2019 – 2020 / 2018 - 2019?**

Our Response:

12) Please find listed below the total number of patients who had contact with secondary care services between 2018/19 and 2021/22 for each of the former CCG areas that now make up NHS Cheshire & Merseyside ICB.

**Cheshire**

Financial Year	Number of Patients
2018/19	352,060
2019/20	368,377
2020/21	312,598
2021/22	348,942

### Halton & Warrington

Financial Year	Number of Patients
2018/19	475,229
2019/20	464,514
2020/21	329,451
2021/22	419,577

### Knowsley

Financial Year	Number of Patients
2018/19	132,578
2019/20	132,826
2020/21	113,956
2021/22	131,578

### Liverpool

Financial Year	Number of Patients
2018/19	307,592
2019/20	282,331
2020/21	238,292
2021/22	273,840

### South Sefton

Financial Year	Number of Patients
2018/19	77,766
2019/20	77,534
2020/21	67,018
2021/22	77,325

### Southport & Formby

Financial Year	Number of Patients
2018/19	60,356
2019/20	61,146
2020/21	53,630
2021/22	62,188

### St Helens

Financial Year	Number of Patients
2018/19	106,979
2019/20	110,823
2020/21	95,173
2021/22	109,866

### Wirral

Financial Year	Number of Patients
2018/19	289,840

2019/20	287,884
2020/21	222,062
2021/22	266,803

**Your Request:**

**13) Who is responsible for Digital Transformation within your organisation (name, title, email address) and what is the budget for this in 2022-2023 and where know, in subsequent years eg part of a 5-year plan?**

**Our Response:**

13) NHS Cheshire & Merseyside ICB's person responsible for the digital transformation initiatives is Natalia Armes, Associate Director of Transformation.

NHS Cheshire & Merseyside ICB does hold the information you have requested regarding the direct email address for Natalia Armes. However, the direct email addresses of staff members are considered by NHS Cheshire & Merseyside ICB to constitute 'personal information' under the Data Protection Act and, as a result, are exempt from disclosure under section 40(2) of the Freedom of Information Act 2000.

You can however contact NHS Cheshire & Merseyside ICB with any enquiries for staff via our general enquiries email address, which is listed below:

*Email:* [enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)

NHS Cheshire & Merseyside ICB does not hold information currently on the what the 2022/2023, or subsequent following years, budget will be for digital transformation. A five-year financial plan is currently in development.