Reference: FOI.ICB-2526/263

Subject: COVID-19 Hub Patient Interactions (or equivalent service)

I can confirm that the ICB does not hold the information requested; please see responses below:

QUESTION	RESPONSE
Patient Attendance 1. How many patients in total have accessed the service in the last 12 months?	
2. What referral method to the service made up the contribution of all referrals? · HCP Referral (primary care) · HCP Referral (secondary care) · Patient Self-referral · Other	The ICB does not hold this information. We advise you to contact the provider Sirona care & health directly: Sirona.hello@nhs.net
Daily Interventions 3. How many patients were qualified to receive some sort of pharmacological intervention (aligned to NICE), regardless of whether they went on to receive treatment? 4. How many patients received pharmacological treatment?	

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5. For patients who did not receive pharmacological treatment, what were the top 3 reasons for a patient not receiving treatment? e.g.: Outside of treatment window, not eligible (NICE), watch & wait, symptoms not severe enough, late positive test result, etc.

6. For those patients that did receive treatment, what was their main underlying primary condition that qualified them to be eligible to receive treatment? e.g. Solid Cancer, immune suppressed, renal disease, etc.

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Capacity

7. How many HCPs do you have within the COVID-19 service? i.e. no. of prescribers, no. of additional staff, etc.

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The information provided in this response is accurate as of 1 December 2025 and has been approved for release by David Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.

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