

**Reference:** FOI.ICB-2526/446

**Subject:** getUBetter Digital Self-Management App

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

| QUESTION  | RESPONSE   |
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| <p>I would like to request the following information relating to the getUBetter digital self-management application, developed by getUBetter Ltd. This application may appear in your records under a number of names, including but not limited to: getUBetter MSK, or as a white-labelled or locally branded NHS digital self-management tool for musculoskeletal conditions. The underlying product is a condition-specific digital pathway app supporting patients with musculoskeletal conditions including low back pain, developed and supplied by getUBetter Ltd.</p> <p>If NHS Bristol North Somerset and South Gloucestershire ICB has never held a contract or agreement with getUBetter Ltd or any of its products (regardless of local branding), or has no record of expenditure on this application, please confirm this in your response.</p> |  |
| <p><b>1. Expenditure</b></p> <p>Please provide the total amount spent by NHS Bristol North Somerset and South Gloucestershire ICB on the getUBetter application for each financial year from 1 April 2021 to present.</p> <p>If a breakdown by financial year is not available, please provide the total expenditure across the period as a whole. If expenditure was incurred by a predecessor organisation (e.g. a clinical commissioning group) whose records transferred to NHS Bristol North Somerset and</p>  | <p>The original contract ran from December 2020-31<sup>st</sup> March 2022 value was £122,400.00. 1<sup>st</sup> April 2022-31<sup>st</sup> March 2025 the total value for this was £294,000.00. Following this from 1<sup>st</sup> April 2025-31<sup>st</sup> March 2026 funding was secured through NIHR research funding therefore not a direct cost to BNSSG ICB.</p> <p>Research Capability Funding was awarded (£10,869.83) in financial year 2023/24, for planned grant application entitled: "Understanding factors impacting the uptake, acceptability, and effectiveness of implementing a digital musculoskeletal self-management intervention into primary care: A Realist Evaluation"</p> |

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| <p>South Gloucestershire ICB, please include this where it falls within the specified period.</p>  | <p><a href="#">24.04.08-Publishable-RCF-Spending-2023-24.pdf</a></p>   |
| <p><b>2. Contract details</b></p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>a) The start date and end date (or expected end date) of any contract(s) or agreements relating to getUBetter</li> <li>b) Whether any such contract is currently active</li> <li>c) The procurement route used (e.g. direct award, framework agreement, competitive tender, NHS shared procurement)</li> </ul> | <ul style="list-style-type: none"> <li>a) Contracts have been in place between BNSSG ICB and getUBetter since 1st December 2020.</li> <li>b) The current contract is due to expire on 31<sup>st</sup> March 2026.</li> <li>c) Clinical and operational staff from the system evaluated and shortlisted providers using Gcloud and the preferred provider based on criteria was awarded the contract. This was getUBetter. Any changes outside of the original contract were included as a contract variation i.e. once funding was secured via NIHR. (further information below)</li> </ul> <p>Collaboration agreement for <a href="#">NIHR208097 grant</a> entitled “Clinical and cost-effectiveness of digital technology for non-specific low back pain across an entire Integrated Care System pathway”<br/>Start date: 01/11/2024, end date: 31/10/2027<br/>Application was approved by NIHR funding scheme Invention for Innovation, lead applicant: University of the West of England, Bristol. The ICB Responsible for knowledge mobilisation through the ICB-led Impact Accelerator Unit (IAU), alongside health and care system staff.</p> |
| <p><b>3. Monitoring and uptake data</b></p> <p>Does NHS Bristol North Somerset and South Gloucestershire ICB hold any data on patient uptake of or engagement with the getUBetter platform (for example, number of patients referred, registered, or active users)?</p>  | <p>The ICB receives from getUBetter monthly data/information on registration count, uptake, time users have spent on the App, which conditions they are registering for and redirections to other services.</p>  |

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| If yes, please indicate what data is held and the time period it covers. You do not need to provide the data itself at this stage. |  |
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***The information provided in this response is accurate as of 30 March 2026 and has been approved for release by Dr Joanne Medhurst, Chief Medical Officer and Caroline Dawe, Deputy Director of Performance and Delivery, Acute and Integrated Care, MHLDA and EPRR for NHS Bristol, North Somerset and South Gloucestershire ICB.***