

Reference: FOI.ICB-2627/020

Subject: Telemedicine service to support patient care in care homes

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

QUESTION	RESPONSE
<p>For the purposes of this FOI request, a telemedicine service is a service that provides 24/7 video-enabled clinical healthcare support into care homes. A telemedicine allows nursing and residential care homes to connect with off-site clinicians for clinical advice and guidance. The aim of the service is to avoid alternative health services being used where it is possible to care for residents in their usual place of residence and reduce pressure on local NHS services. The focus of the service is that residents in care homes are provided with a professional, responsive, and caring service that provides support tailored to their individual needs to enable them to access appropriate health care services and to live a full life.</p>	
<p>1. Does your ICB have a contract for a telemedicine service to support patient care in care homes?</p>	
<p>2. If "Yes" who is/are your appointed Provider(s)?</p>	<p>The ICB does not have a contract for a telemedicine service to support patient care in care homes.</p>
<p>3. What procurement process was used to appoint your current Provider(s)?</p> <p>For example: Call-off from a procurement Framework (if so, specify which framework(s)?)</p>	<p>Individual care homes may use these services, but they would need to be contacted directly.</p>

<p>Public Contracts Regulations (PCR) procurement process (if so, which process?)</p> <p>Provider Selection Regime (PSR) procurement process (if so, which process?)</p> <p>Other procurement process (if so, please specify)</p> <p>If you have more than one contract, please provide this information for each contract.</p>	
<p>4. For each contract, please provide the total spend in each financial year, since the contract started.</p>	
<p>5. For each contract, please provide the percentage of spend in each financial year since the contract started that is attributable to healthcare services (for the purposes of this FOI request, “healthcare services” are those listed in Schedule 1 of The Health Care Services (Provider Selection Regime) Regulations 2023).</p>	

The information provided in this response is accurate as of 17 April 2026 and has been approved for release by Helena Fuller, Deputy Director of Business, Strategy and Planning for NHS Bristol, North Somerset and South Gloucestershire ICB.