

Reference: FOI.ICB-2627/120

Subject: Current and Future Spend on Patient Experience

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

QUESTION	RESPONSE						
1. How many staff were/are/will be employed by the ICB in roles relating to the gathering/analysing/reporting of patient experience for each of the following financial years: i. 2023/24 ii. 2024/25 iii. 2025/26 iv. 2026/27 v. 2027/28 Clarification received: Yes I am after information relating to staff dedicated to patient experience, engagement or insight.	For the purposes of this response, roles relating to patient experience have been defined as roles with a primary responsibility for engagement, experience or insights. However, patient experience and engagement activity is embedded across the ICB within a wide range of programmes and functions beyond the roles with a primary responsibility for gathering, analysing, and reporting patient experience. The number of staff in roles with a primary focus on engagement, experience or insights for each of the financial years is set out below in headcount. The figures for the 2026/27 and 2027/28 financial years have not yet been confirmed, due to the ongoing organisational transition arising from the national restructure of Integrated Care Boards (ICBs). The figures stated therefore represent the proposed number of roles in the clustered BNSSG and Gloucestershire ICBs, and remain subject to change. <table border="1"> <thead> <tr> <th>Year</th><th>Number of staff</th></tr> </thead> <tbody> <tr> <td>2023/24</td><td>8</td></tr> <tr> <td>2024/25</td><td>7</td></tr> </tbody> </table>	Year	Number of staff	2023/24	8	2024/25	7
Year	Number of staff						
2023/24	8						
2024/25	7						

	<table border="1"> <tr> <td>2025/26</td><td>7</td></tr> <tr> <td>2026/27</td><td>**12</td></tr> <tr> <td>2027/28</td><td>**12</td></tr> </table> **Figures represent the proposed number of roles and remain subject to change.	2025/26	7	2026/27	**12	2027/28	**12
2025/26	7						
2026/27	**12						
2027/28	**12						
2. What was/is/will be the total budget spend/allocation for the ICB's activities engaging with patients and communities to gather experiences and get their input on the development of services for each of the following financial years: i. 2023/24 ii. 2024/25 iii. 2025/26 iv. 2026/27 v. 2027/28	The ICB does not hold a centrally recorded budget or expenditure figure for all patient and community engagement activity. Engagement is undertaken across a wide range of programmes and services, with associated costs typically funded and managed through individual programme budgets rather than through a single corporate budget. As a result, the information requested is not held in a format that would allow a complete response to be provided. The ICB estimates that in order to identify, retrieve and collate all expenditure information for previous financial years it would exceed the appropriate limit set out in Section 12 of the Freedom of Information Act 2000. The figures provided below reflect the annual centrally managed infrastructure costs associated with conducting community engagement. These costs relate to digital tools that enable the collection of patient and community feedback. They do not represent the total expenditure on engagement activity across the ICB. For future financial years (2027/28), budget allocations have not yet been confirmed. This is due to the ongoing organisational transition and restructuring of Integrated Care Boards (ICBs), meaning that						

	future financial plans and budget allocations remain subject to review and approval. <table border="1"> <thead> <tr> <th>Year</th><th>Spend</th></tr> </thead> <tbody> <tr> <td>2023/24</td><td>£2401</td></tr> <tr> <td>2024/25</td><td>£3652</td></tr> <tr> <td>2025/26</td><td>£2280</td></tr> <tr> <td>2026/27</td><td>£2911</td></tr> <tr> <td>2027/28</td><td>Not available</td></tr> </tbody> </table>	Year	Spend	2023/24	£2401	2024/25	£3652	2025/26	£2280	2026/27	£2911	2027/28	Not available
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3. What was the volume of patient experience data (in terms of numbers of people having shared insights with the ICB) for each of the following years: i. 2023/24 ii. 2024/25 iii. 2025/26	Patient and community feedback is provided through a wide range of channels and the ICB uses a range of methods to seek feedback. Activity may be delivered directly by the ICB or in partnership with organisations that have established relationships with local communities. As engagement activity is embedded across a wide range of programmes, the following figures reflect the information that is held centrally and may not represent the full extent of all patient experience data gathered by the ICB. The figures provided for each financial year represent the total number of engagement interactions or instances of feedback received (based on centrally held information). Due to the breadth of methods used, including anonymous feedback channels, it is not possible to identify unique individuals or eliminate the potential for individuals to contribute more than once. As such, the figures should be interpreted as the volume of engagement activity rather than the number of distinct participants. <table border="1"> <thead> <tr> <th>Year</th><th>Number of engagement interactions/ instances of feedback received</th></tr> </thead> <tbody> </tbody> </table>	Year	Number of engagement interactions/ instances of feedback received										
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	2023/24	3,135
	2024/25	11,257
	2025/26	8,630
4. For each of the 3 questions above, where ICBs have been merged please provide a breakdown for each individual ICB for each year prior to the merger.	Gloucestershire and Bristol, North Somerset and South Gloucestershire (BNSSG) ICBs are planned to formally merge on 1 April 2027.	

The information provided in this response is accurate as of 15 September 2026 and has been approved for release by Dr Joanne Medhurst, Chief Population Health Improvement Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.