NHS
Cornwall and Isles of Scilly

Freedom of Information Act 2000
NHS Cornwall and Isles of Scilly Integrated Care Board's response to information request

Date request received: 22 June 2026
FOI ref: 107280
Date response sent: 20 July 2026

Requested information

Please can you tell me:

- 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:
    - 2023/24
    - 2024/25
    - 2025/26
    - 2026/27
    - 2027/28
- 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:
    - 2023/24
    - 2024/25
    - 2025/26
    - 2026/27
    - 2027/28
- 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:
    - 2023/24
    - 2024/25
    - 2025/26

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.

Response

- 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:

  We have no staff employed specifically for gathering/analysing/reporting of patient experience.

  We do not hold the information for the financial years, 2026/27 and 2027/28 as our current staff structures are not yet finalised.

- 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:

  The ICB does not hold this information. There are no specific finance analysis codes for this type of expenditure.

- 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:

  - 2023/24
  - 2024/25
  - 2025/26

Patient experience data is collected across the health and care system in a variety of ways.

For example:

- **Patient experience activity is reported on in our public board papers as part of our regular reporting as part of our Integrated Performance Report. This includes details on numbers of contacts, themes and learning. You can find links to the public board papers here.**
- **By individual NHS Trusts:**
  - **Royal Cornwall Hospitals NHS Trust - rch-tr.foi@nhs.net**
  - **Cornwall Partnership NHS Foundation Trust - cpn-tr.freedomofinformation@nhs.net**
  - **University Hospitals Plymouth NHS Trust - plh-tr.foi-requests@nhs.net**
  - **Royal Devon University Healthcare NHS Foundation Trust - rduh.foi@nhs.net**

- **Some details are included in ICB Annual Report and Accounts which are available to download here - annual reports. Please note, the 2025/26 report is due to be published late summer 2026.**
- **Although not patient experience directly, our engagement insights for the ICB can be found here: Get involved - NHS Cornwall and Isles of Scilly**

- **Complaints data is included within our annual reports**

Attachment(s)

None