FOINHSD26/1779

NHS Devon
Aperture House
Pynes Hill
Rydon Lane
Exeter
EX2 5AZ

d-icb.foi@nhs.net

Tel: 01392 205205

Dear,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000.

NHS Devon Integrated Care Board (ICB) is confirming in accordance with Section - (1) (a) of the Act, whether it holds the information requested and (b) is supplying it unless otherwise specified.

NHS Devon can confirm it holds part of the requested information.

You requested the following 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**

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

For previous years, there are no specific finance analysis codes for this type of expenditure.

- **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**

NHS Devon 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 and is 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 Devon University Healthcare NHS Foundation Trust
      Email: rduh.foi@nhs.net
    - Torbay and South Devon NHS Foundation Trust
      Contact information: Freedom of Information
    - University Hospitals Plymouth NHS Trust
      Email: plh-tr.foi-requests@nhs.net
- This information forms part of the Annual Report and Accounts which are available to download here - Annual Report Archives - One Devon 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.

Satisfaction

We trust this matter has been dealt with to your satisfaction but if there is anything you need clarifying, please do not hesitate to contact the office on 01392 205205 or emailing d-icb.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision or make a complaint, you can write to the office and arrangements will be made for an independent review. You can write

directly to the NHS Devon Chief Executive Officer if you prefer using the “contact us” details displayed on the NHS Devon website.

If you remain dissatisfied with the outcome of the independent review, you have the right to appeal again to the Information Commissioner at:
Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

Yours sincerely,

The Freedom of Information Office
NHS Devon Integrated Care Board