

FOINHSD24/1082

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

d-icb.foi@nhs.net

Tel: 01392 205205

15 January 2025

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.

I would like to make an FOI request regarding palliative and end of life care provision that you have commissioned.

Please state

1. The name of your ICS/ICB

NHS Devon Integrated Care Board which is part of the One Devon Integrated Care System

2. The size of population you cover

1.2 million

3. A list of the providers you use to provide specialist palliative care in the community (ie in people's homes or care homes). If possible please

breakdown by type of provider eg NHS, charity, private provider and state the number of patients they are expected to serve each year.

This information is contained the attached document.

- 4. For each provider, please provide a breakdown of the hours when you have commissioned those services to be available eg "face to face visits available 9am-5pm weekdays, telephone advice out of those hours". I am specifically interested in when face-to-face visits are available, partially available or not available.**

Marie Curie provide face to face visits for overnight care. In 2024/25 they are commissioned to provide 40,000 hours of care.

The four hospices (North Devon Hospice, Hospiscare, Rowcroft and St. Lukes) are given grant funding. They provide face-to-face (primarily weekdays 9-5), on patient care (24/7) and telephone advice 24/7. Because it is a grant no volumes e.g. patient numbers or number of non-face to face contacts are included in the grant agreement. Instead the funding is provided to support the hospices provide a range of care to people in their area.

- 5. For each provider, please provide a breakdown of which health professionals are staffing those services in working hours and out-of-hours. I am specifically interested in whether staff capable of prescribing and administering strong pain relief are available overnight and at weekends.**

The hospices have staff available 24/7 who can prescribe and administer. If people are not under the care of one of the hospices, they should contact their GP in hours) or use 111 out of hours. NHS Devon ICB's commissioned 111 service includes a dedicated palliative care service.

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**