



**Lincolnshire**  
Integrated Care Board

**Lincolnshire Integrated Care Board**

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12 December 2023

**FREEDOM OF INFORMATION – DECISION NOTICE**

Dear Requester

**FOI Reference Number:** 72033

I refer to your email of 25 November 2023 requesting information in relation to discharge/transfer of care hubs.

I can confirm on behalf of NHS Lincolnshire Integrated Care Board (ICB) and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold the information that you have requested. A response to each element of your request is detailed below.

**I am making a request for information under the FOI act, related to a discharge hub/ transfer of care hub:**

**1. Are such hubs currently operated within your ICB?**

Yes

**2. If so, which organisations have the contract to run them?**

This is delivered as a partnership between the acute trust, community provider and local authority.

**3. If the answer to (1a) is 'yes', what software system is used to manage the flow of patients through the hub?**

We use the acute hospital internal system – WebV – bespoke package from Northern Lincolnshire and Goole NHS Foundation Trust (NLAG) system.

**4. If such a hub does not exist, or no software system is used, are there plans to set one up and/ or procure such a software system? Please provide the planned dates for each activity.**

Not applicable

**5. If a hub is already in use, where is it physically located and which NHS organisation(s) staff it?**

We have 2 physical hubs; 1 on the Lincoln county hospital site and 1 within the Pilgrim hospital site co-located with the adult social care offices. The hubs are staffed primarily by United Lincolnshire Hospitals NHS Trust (ULHT) staff supported by community staff, local authority staff and representatives of the partner organisations involved in supporting flow.

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM Greater East Midlands Commissioning Support Unit  
FOI TEAM/Corporate Communications Team  
1<sup>st</sup> Floor, St John's House  
East Street  
Leicester  
LE1 6NB

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the ICB.

The Information Commissioner can be contacted at: telephone 0303 123 1113, email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk) and <https://ico.org.uk/global/contact-us/>

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<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Yours faithfully

Lindsay Parker  
Senior Freedom of Information Officer

**On behalf of  
NHS Lincolnshire ICB**