

Shropshire, Telford and Wrekin ICB System Intelligence Reporting Form (previously referred to as 'Provider Partner Feedback')

July 2026

System intelligence is defined as information that **does not fall into the complaints, serious incidents or safeguarding category**, but which can provide the ICB with further intelligence on patient experience/safety. It should be recognised that the system intelligence process will not provide an incident or complaints management function and separate processes exist for these purposes.

English Patients (Shropshire and Telford and Wrekin):

The current process for providers is to submit concerns to the integrated Care Board (ICB) using the below link; the ICB then share this data with Shrewsbury and Telford Hospital (SaTH), for example monthly and use it as soft intelligence to share the areas for learning and improvement with the relevant teams.

The more detail an adult social care provider is able to include will make the process more robust, including dates, times, the ward or area the event happened to ensure it is shared with the appropriate members of staff.

Link to the online reporting form (English Patients Shropshire, Telford and Wrekin):

Click here to access: Please use this electronic form to report any System Intelligence events that relate to services commissioned by Shropshire, Telford and Wrekin Integrated Care Board.

[DCIQ: Shropshire, Telford and Wrekin ICB System Intelligence Reporting Form](#)

There is an email link to the Quality Team embedded in the electronic form if you need assistance with completing the form.

Website address: https://staffsstokeccgs.gateway.prod-uk.datixcloudiq.co.uk/capture/?form_id=15&module=INC

What happens to the data gathered?

As an overview - System Intelligence will be shared (clinical incident with the relevant provider, or with safeguarding, the local authority, advice to contact the relevant complaints department, medication management will be forwarded to the Quarterly Medicines Optimisation meeting on a quarterly basis). In addition, themes and trends and will be captured in quarterly reports.

Welsh/Powys Patients:

If the concern is regarding a Welsh/Powys patient accessing SaTH, there is a 'SaTH Incoming PPF Response Form' to complete, available on the Partners in Care [website](#). The form is then emailed (email address within the form).