

Our Reference

HM\ North East & North  
Cumbria ICB\ FOI ICB069

**NECS - Riverside House**  
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Newburn Riverside  
Newcastle upon Tyne  
NE15 8NY

Your Reference

23 September 2022

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**Freedom of Information Act 2000 - Request for Information – NHS North East & North Cumbria Integrated Care Board (ICB)**

Thank you for your request received by North of England Commissioning Support (NECS) on 08 September 2022 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

For information Clinical Commissioning Groups ceased to exist on 30 June 2022. Services that were previously delivered by the CCG are now being delivered by the successor organisation NHS North East and North Cumbria (ICB). This covers the areas of County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley.

**Details of Request**

I am writing to you under the Freedom of Information Act 2000 to request the following information about the CCG/ICB clinical systems:

1. Which clinical system/s does the organisation use across the region (EMIS/TPP or other)?
  - a. If there is a split across the region, what is the percentage?
2. What online digital triage system is currently used?
  - a. Who currently provides the online digital triage?
  - b. What was the contract start date?
  - c. What is the contract end date?
  - d. What is the annual cost?
  - e. What framework was used to procure the supplier?
  - f. Will there be a tender to consider new providers?
  - g. If so, which framework will be used?
  - h. When will this likely to occur?

## **Response**

*The NENC Integrated Care Board (ICB) and the former Clinical Commissioning Groups (CCG's), do not, or have not, used the systems described in your FoI request.*

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by The North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 [www.legislation.gov.uk](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*Hilary Murphy*

**Hilary Murphy**  
**Information Governance Officer**