

Our Reference North East and North Cumbria ICB\  
FOI ICB 24–191

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By Email

1 August 2024

Dear Applicant

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

Thank you for your request received by North of England Commissioning Support (NECS) on 30 July 2024 for information held by NHS North East and North Cumbria Integrated Care Board (the ICB) under the provisions of the Freedom of Information Act 2000.

The ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

**Your Request**

I am writing to you under the Freedom of Information Act to request the following information:

1. A list of all the NHS Community Healthcare EPR software vendors within your ICS region.
2. What third party technology suppliers are GP practices in your ICS region using for:
  - a. Remote monitoring
  - b. Pharmacy
  - c. Social Prescribing
  - d. Virtual Wards
  - e. Telehealth
  - f. Community health
  - g. Analytics
  - h. Communications systems
  - i. Hardware
  - j. Personal Health Records
  - k. Workforce management
  - l. Triage

3. Which third party software providers listed in Question 2 utilise the IM1 framework, and which do not?
4. Which third party software providers listed in Question 2 utilise the GP Connect framework?
5. What are the known challenges of GP system interoperability between different software providers in your region?

## Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested:

1. Please find a list of all the NHS Community Healthcare EPR software vendors within the NENC ICB region. These are a mix of EPR & PAS community software vendors the ICB is aware of:

EPR/PAS
TPP – SystemOne
EMIS Web / Careflow / Nervecentre
Silverlink PAS / EMIS Web and Servelec RiO
TrakCare
Silverlink PAS\TPP SystemOne
EMIS Web/Meditech
EMIS Web
Servelec RiO
OutsideClinic Bespoke System
LiquidLogic (LAS)
Tynedale
SystemC
Impact Tracker

2. The ICB does not hold information on what third party technology suppliers GP practices are using. GPs are independent contractors.
3. Third party software providers utilising the IM1 framework is publicly available at: <https://digital.nhs.uk/services/gp-it-futures-systems/im1-pairing-integration#im1-live-suppliers>
4. GP Connect is not a Framework. ALL GP Practices in NENC ICB have access to the GP Connect system, which allows them to share patient records with authorised Health & Social Care users.
5. Challenges of GP system interoperability is publicly available and the risks and challenges are documented here: <https://www.england.nhs.uk/digital-gp-good-practice-guidance/all-guidelines/#data-sharing-and-interoperability>

Interoperability is also featured in the publicly published ICS Digital, Data and Technology Strategy: [https://northeastnorthcumbria.nhs.uk/media/0t3leogc/nenc-ics\\_digital-data-and-technology-strategy\\_2023-26\\_final.pdf](https://northeastnorthcumbria.nhs.uk/media/0t3leogc/nenc-ics_digital-data-and-technology-strategy_2023-26_final.pdf)

In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

In accordance 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 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 review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. 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.org.uk](http://www.ico.org.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

*S Davies*

**S Davies**  
**Information Governance Officer**