

Our Reference     North East and North Cumbria  
ICB\FOI ICB787

NECS – John Snow House  
Durham University Science Park  
Durham  
DH1 3YG

Tel: 0191 301 1300  
E-mail: [necsu.icbfoi@nhs.net](mailto:necsu.icbfoi@nhs.net)

26 February 2024

By Email

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 22 February 2024 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.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

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

**Your Request and Our Response**

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information requested.

Please answer the following questions:

1. What Electronic Patients Records System(s) do you use and when was it implemented?

*None*

2. Does the ICB scan paper records? If yes, do you?
  - scan day forward and legacy records? or
  - just day forward records?

*The ICB does not scan paper records on mass, although we couldn't be certain that individuals do not scan the odd document to file on occasion.*

3. Is above handled

- In house by your own scanning team?
- Outsourced to an off-site external service provider?
- On site by an external provider?
- Combination of above?

N/A

4. If any of the above outsourced, please name provider(s) and details of when the contract(s) ends

N/A

5. What route to market used to obtain these services (a) open tender (b) framework - if yes, which one?

N/A

6. Do you have a published road map for paper-free at point of care 'Digital at point of care'? If yes, please provide a copy or link to this document.

*The ICB will soon be publishing its refreshed DDaT strategy, although scanning and "Digital at the point of Care" is not featured.*

7. Finally, please advise names of any individuals involved in this process including your Medical Records Manager (b) Chief Information Officer (c) Digital Project Lead?

*As we do not scan paper medical records, there is no named individual linked to this process.*

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

*Pamela Coxon*

**Pamela Coxon**  
**Information Governance Officer**