NHS
North East and North Cumbria

Our Reference North East and North Cumbria ICB\ FOI ICB 26–277

North East and North Cumbria ICB
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By Email

17 September 2026

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 on 1 September 2026 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, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley.

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

Your Request

I am writing to make a request under the Freedom of Information Act 2000.

Please could you provide the supplier's name and product name for the following technology systems currently used, commissioned, contracted for, or provided across the ICB and/or GP practices within the ICB area, as applicable:

- GP – Document Management
- GP – Digital Triage
- GP – Patient Communication
- GP – Clinical Decision Support
- ICB – Shared Care Record
- ICB – Population Health Management

Please note:

- For categories prefixed "GP", please provide the system(s) used or made available to GP practices within the ICB area. If different products are used by different practices, please list each supplier and product known to the ICB.
- For categories prefixed "ICB", please provide the system(s) used, commissioned or contracted for by the ICB.

- If any of the above categories are delivered as a module within another system, please provide the parent system name with the label "parent" appended.
- If there is no system in use for any category, please state "not used".
- If more than one product is used for a single category, please list each supplier name and product name for that category.

I would be grateful if the response could be provided in a table with the following columns:
- Category
- Supplier name(s)
- Product name(s)
- Notes, if applicable

Under the Freedom of Information Act 2000, I understand that public authorities should respond promptly and in any event within 20 working days of receipt of the request.

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.

The table below details supplier name and product name for the technology systems requested, where held by NENC ICB.

Category	Supplier name(s)	Product name(s)
GP – Document Management	Information not held	Information not held
GP – Digital Triage	eConsult Health Ltd Accurx Ltd	eConsult Accurx Triage
GP – Patient Communication	Accurx Ltd	Accurx Messaging
GP – Clinical Decision Support	First Data Bank (FDB) First Data Bank (FDB)	OptmiseRx decision support system AnalyseRx proactive medicines optimisation management system
ICB – Shared Care Record	Information not held	Information not held
ICB – Population Health Management	NHS England/ Palantir NHS North of England Commissioning System Support	Federated Data Platform RAIDR

On this occasion it is not possible to provide all of the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested for GP document management and ICB shared care record.

GP document management technology systems are maintained by GP practices within the NENC region. For your reference, a list of practices is available on the NHS Digital website: GP and GP practice related data – NHS England Digital The GP Practices full file name is **epraccur** and for your reference, NENC ICB's Organisation Data Service (ODS) code is **QMH**.

The Great North Care Record (GNCR) is the shared care record used across North East and North Cumbria. The website link is: Great North Care Record. For further information on the GNCR please contact nuth.gncr@nhs.net.

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 Information 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 ICB's complaints procedure.

The Information Commissioner can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or 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. This will not affect your initial information request.

Yours faithfully

Information Governance Support Officer

Information Governance Support Officer
North East and North Cumbria Integrated Care Board