



North East and North Cumbria

Our Reference SD\North East and North
Cumbria ICB\FOI ICB344

NECS – John Snow House
Durham University Science Park
Durham
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16 May 2023

Dear

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 24 April 2023 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.

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

Your Request

Please provide a breakdown of ICB expenditure on NHS general practice patient communication and triage system suppliers. More specific details provided below.

Period: Financial Year 2022/23 – end Mar 31, 2023

1. Email communication systems (exclude regular operational email ie Microsoft Office, include specific patient communication systems only)
 - Split by type of expenditure
 - One-off setup or service activation fees or general consulting
 - Recurring service management/software licences
 - Specific messaging costs if contracts include per message volume transactional costs
2. SMS and Data message communication
 - Split by type of expenditure
 - One-off setup or service activation fees or general consulting
 - Recurring service management/software licences
 - Specific messaging costs if contracts include per message volume transactional costs
3. Automated or manual Patient Online Consultation (Triage) message communication

- Split by type of expenditure
 - One-off setup or service activation fees or general consulting
 - Recurring service management/software licences
 - Specific messaging costs if contracts include per message volume transactional costs
4. Details of messaging volumes for NHS 'free' services such as [GOV.UK](https://www.gov.uk) Notify and NHS App IF used.

Our Response

County Durham place:

1. Not applicable
2. Accurx, £149,835.21 Funded by GPITF
3. £139,194.72 (eConsult)
4. Not applicable as not locally held data

Newcastle Gateshead place:

1. Not applicable
2. £51,400 (Accurx SMS Plus licence from GP IT Futures) and Total SMS costs 2202-23 are £116,099
3. £130,712 (eConsult)
4. Not applicable as not locally held data

North Cumbria place:

1. Not applicable
2. £14,712.60 (Accurx SMS and EE ltd EEMP messaging, iplato one off fee, the rest is central funded) and £55,977.52 (Accurx SMSPlus licences & iplato annual messaging bundle)
3. £33,774.44 (Accurx patient triage & video consultation & E-Consult licence & EMIS web user charges)
4. Not applicable as not locally held data

North Tyneside place:

1. Not applicable
2. £20,384 Ex. Vat (Accurx SMS Plus licence from GP IT Futures) & Total SMS costs 2022-23 are: £63,663 **including Vat.**
3. £46,667 Ex. Vat (eConsult)
4. Not applicable as not locally held data

Northumberland place:

1. Not applicable
2. £35,089.04 for Accurx, £20 344.86 for MJOG, Total SMS EE £95,105
3. £57,942.75 for eConsult
4. Not applicable as not locally held data

South Tyneside place:

1. Not applicable
2. Details listed below:
 - ACCURX – £15,285 ex VAT (licence)
 - MJOG – £20,196 ex VAT (licence)
 - SMS – ACCURX £27,750 ex VAT (SMS)
 - SMS – MJOG 37,000 ex VAT (SMS)
3. Triage (eConsult) licence costs £28,954 ex VAT
4. Not applicable as not locally held data

Sunderland place:

1. Not applicable
2. £25,571 exc VAT (accuRX) funded via GPITF
3. £71,171 exc VAT (eConsult)
4. Not applicable as not locally held data

Tees Valley place:

1. Not applicable
2. £65,335 Ex. Vat (accuRx SMS Plus licence from GP IT Futures) & Total SMS costs 2022-23 are £244,000 including VAT.
3. £148,989 Ex. Vat (eConsult)
4. Not applicable as not locally held data

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

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 sincerely

S Davies

S Davies
Information Governance Officer