

Our Reference North East and North Cumbria ICB\
FOI ICB 25–410

North East and North Cumbria ICB
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By Email

30 January 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 8 January 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

Under the Freedom of Information Act, I would like to request the following information:

1. Has the North East and North Cumbria Integrated Care Board commissioned the accessibility of all NHS 111 online assessments to the Emergency Departments in all of your Trusts?
2. If so, please provide the date(s) when this commissioning took place?
3. If not, please confirm the reasons why it has not been commissioned, and whether the North East and North Cumbria Integrated Care Board has plans to commission this in the future.

To clarify, can North East and North Cumbria Integrated Care Board advise if they have arranged for a digital integration pathway that allows assessments completed by users on NHS 111 online to be assessed by Emergency Departments in all their Trusts

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. No.
2. Not applicable.

3. NHS North East and North Cumbria ICB has no plans to commission this service.

During Covid NHS England established a process for all Emergency Departments to receive triage information from 111 Online. The Emergency Department Digital Integration (EDDI) tool developed by NHSE enabled NHS111 providers to give patients a time slot to attend EDs to help manage demand. However, the EDDI service was retired on 30 June 2024 and the infrastructure is currently not in place to align the 111 online system with the different EPR's (Electronic Patient Records) at our Trusts.

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 Officer

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