

Our Reference North East and North Cumbria ICB\
FOI ICB 25–488

North East and North Cumbria ICB
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By Email

5 March 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 25 February 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. Where any of the information below is already published, I would be grateful if you could direct me to the relevant source rather than compiling it afresh. My request covers the period 1 April 2023 to the date of this request.

Section A – Current System Landscape

1. The total number of GP practices within your ICB area, broken down by clinical system provider (e.g. EMIS Web, SystemOne, or other named system).

Section B – Migration Activity

2. The number of practices that have submitted a request to migrate to an alternative clinical system provider under the GP IT Futures / TIF framework.
3. The number that are in progress or have completed such a migration, including which provider they migrated from and to.
4. The number that had a migration request declined, deferred, or significantly delayed, and the reasons given.

Section C – Early-Stage Enquiries (only if such records are held)

5. The number of practices that have made informal or preliminary enquiries to the ICB about the possibility of migrating to an alternative provider.

Section D – Policy and Financial Information

6. Any published policies, criteria, or guidance used by the ICB when assessing requests to change clinical system provider. A link or reference to existing documentation would suffice.
7. The approximate dates or financial years in which current GP clinical system contracts within your ICB area are due for renewal.
8. Whether the ICB has allocated specific budgets for GP clinical system migrations during this period, and if so, the total amount.

If any part of this request would exceed the appropriate cost limit under Section 12, I would welcome advice on how to narrow it. If any part is refused, please specify the exemption and provide a brief explanation. If the information is not held by the ICB, I would appreciate being directed to the appropriate organisation.

I would prefer to receive the information electronically, by email, and look forward to your response within the statutory 20 working days.

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. There are 341 practices across the North East and North Cumbria ICB of which 147 are Emis practices and 194 are SystmOne practices.
2. We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able to provide 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; the service is commissioned from NHS North of England Commissioning Support (NECS).

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI contact for NECS england.contactus@nhs.net. Please write "Freedom of Information" in the subject line (NECS FOI requests are managed by NHS England).

3. There is one migration in progress. The practice is migrating from TPP to Medicus.
4. 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. However, this is available as the response to FOI ICB 25-451 within the NENC ICB FOI disclosure logs: [Freedom of Information disclosure logs NENC ICB](#). A copy of the response is attached for your reference.
5. The number of practices that had a migration request declined, deferred, or significantly delayed is zero.
6. On this occasion it is not possible to provide 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.
7. Please refer to the response to question 4.
8. GP clinical system contracts are due for renewal in November 2026.
9. No, the ICB has not allocated specific budgets for GP clinical system migrations. These are dealt with on a case-by-case basis.

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**