

Our Reference      North East and North Cumbria ICB\  
FOI ICB 25–181

**North East and North Cumbria ICB**  
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By Email

6 August 2025

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 5 August 2025 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 2000, I am requesting the following information regarding your organisation's digital maturity.

1. Shared Care Record: For your main Shared Care Record (or equivalent electronic shared patient record), please state which of the following partners currently contribute data to it (not just view it):
  - Primary Care (GPs)
  - Acute Trusts (Hospitals)
  - Community Health Services
  - Mental Health Services
  - Social Care (Local Authority)
2. Artificial Intelligence (AI): Do you have a formal, board-approved governance framework for using Artificial Intelligence (AI)? If yes, please list any AI applications currently in operational use.
3. Patient-Facing Digital Services: Through your main patient-facing app or portal, which of the following functions are available? (Please answer Yes/No for each):
  - Booking/managing appointments

- Ordering repeat prescriptions
  - Viewing GP health record
  - Viewing hospital letters/results
  - Secure messaging with a clinical team
  - Accessing a personalised care plan
  - Contributing their own data (e.g., via remote monitoring)
4. Digital Strategy: Have you approved a digital and data strategy for the 2025-2027 period that addresses upcoming structural changes like ICB clustering?
  5. Leadership Roles: Please provide the approximate Full-Time Equivalent (FTE) for the following roles, noting if any are formally shared across your ICB cluster:
    - a. Chief Information Officer (CIO) / Chief Digital & Information Officer (CDIO)
    - b. Chief Clinical Information Officer (CCIO) / Chief Nursing Information Officer (CNIO)
    - c. Director/Head of Digital Transformation or Strategy
    - d. Director/Head of Data or Analytics
    - e. Director/Head of System Integration or Partnerships
    - f. Data Scientist
    - g. AI Specialist / AI Engineer
    - h. User Experience (UX) Designer / Researcher

## Our Response

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

1. NENC ICB does not have a shared care record.
2. Yes, NENC ICB has a formal, board-approved governance framework for using Artificial Intelligence. Currently MS Copilot is in use as a recognised AI tool.
3. NENC ICB does not have a patient facing app.
4. NENC ICB has an approved DDaT Strategy for 2023-2026. This is available on the ICB web site: [DDaT Strategy](#)
5. Full-time equivalent:
  - a. Zero FTE
  - b. Circa 1 FTE equivalent
  - c. 1 FTE equivalent
  - d. 1 FTE equivalent
  - e. Zero FTE
  - f. Zero FTE
  - g. Zero FTE

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 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](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 faithfully

*Information Governance Support Officer*

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