

Our Reference North East and North Cumbria ICB\  
FOI ICB 25–451

North East and North Cumbria ICB  
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By Email

17 February 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 30 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**

Please accept this request for recorded information relating to GP practice Electronic Patient Record (EPR) system changes or requests to change involving your ICB within the last 24 months. If it would be helpful to restrict the scope by date, practice, or other relevant criterion, to fit the FOIA threshold, I would welcome your advice.

Please provide the following, for the last 24 months or as close as possible for any item:

1. Business cases and approvals: Copies of any business cases, approval papers, or decision records held by the ICB relating to EPR system changes by GP practices.
2. Processes and criteria: Any policies, guidance, or frameworks used by the ICB to determine whether a GP practice EPR change is approved, supported, or declined.
3. Funding and support: For each GP EPR system change in scope, copies of any documents or records showing whether the ICB provided funding or support, including where held:
  - a. Amount.
  - b. Funding source (revenue or capital).
  - c. Any conditions or restrictions attached.

4. Preferred supplier policies: Any documentation (e.g. lists, catalogues, contractual documents, or policies) showing whether the ICB limits funding or support to specific preferred or approved EPR suppliers, including any preferred supplier lists or contractual constraints.
5. Delayed, paused, or rejected proposals: Records of any EPR change proposals that were delayed, paused, discouraged, or did not proceed, including any documents setting out reasons.
6. Strategy papers and board papers: Copies of any ICB strategy papers, board papers, or internal reports from the last 24 months that reference one or more of the following: i) GP EPR standardisation or convergence, ii) Reducing supplier variation in GP EPRs, iii) Preferred GP clinical system strategy.

If any of the requested information is already published, please provide direct links to where it can be found.

If retrieving all the requested material would exceed the appropriate cost/time limits, I would appreciate advice on how the request might be refined for compliance, for example by restricting the date range, number of practices, or specific document types.

Where possible, please provide data in a machine-readable format (eg, CSV or XLSX) for any lists or tabular information.

## **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. Please find attached the approval paper held by the ICB relating to EPR system changes.
2. NENC ICB follows NHS England's national guidance via the "GPIT Operating Model" and the GP IT Futures framework, until such time as this is replaced with a successor framework.
3. The ICB does not provide direct funding to support EPR changes. The ICB commissions support and services via our GP IT Service Delivery partner NHS North of England Care System Support (NECS), which aligns with NHS England nationally published GP IT Operating Model.
4. The ICB does not have preferred suppliers and fully aligns with the approved/accredited foundation suppliers as per NHS England guidance on the GPIT Futures framework.
5. There have been no paused or rejected proposals for EPR changes in general practice over the last 24 months.
6. As far as is reasonable and practicable to identify, the ICB does not have any documentation or strategy that includes any of the 3 points raised. Our published digital strategy is available on the ICB's web site: [Digital, Data and Technology Strategy](#). In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

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](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**