

Our Reference North East and North Cumbria ICB\  
FOI ICB 26-002

North East and North Cumbria ICB  
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By Email

21 April 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 1 April 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 2000, I am requesting the following information for your ICB area:

1. Please provide a list of all GP practices currently trialling, piloting, or routinely using AI-powered medical scribe or transcription software to assist with patient consultations.
2. For each practice listed, please indicate whether patients are routinely informed that an AI system may be used to record or transcribe their consultation, and the method of notification (e.g., verbal, written, consent forms).
3. Any relevant documentation or policy guidance your ICB has issued to GP practices regarding the use of AI scribes in consultations.

If you do not hold this information centrally, please advise which local practices or departments I should contact. I would like the information in electronic format, ideally a spreadsheet or table listing each practice and the requested details.

**Our Response**

1. 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. However, we have determined that the information is held by the individual GP practices within the North East and North Cumbria region.

For your reference, a list of practices is available on the NHS Digital website: [GP and GP practice related data – NHS England Digital](#). The GP Practices full file name is **epracur** and for your reference, NENC ICB's Organisation Data Service (ODS) code is **QMH**.

2. Please refer to the response to question 1.
3. To support practices in the safe use of Ambient Voice Technology tools, NENC ICB has created guidance and checklists for implementation, including what's required for information governance (which is available to NENC ICB GP practices via the Teamnet portal).

Practices are also referred to the NHS England guidance on the use of AI-enabled ambient scribing products, which outlines national expectations, considerations, and best practice for adoption in healthcare settings: <https://www.england.nhs.uk/long-read/guidance-on-the-use-of-ai-enabled-ambient-scribing-products-in-health-and-care-settings/>, <https://transform.england.nhs.uk/information-governance/guidance/using-ai-enabled-ambient-scribing-products-in-health-and-care-settings/>

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**