

Our Reference North East and North Cumbria ICB\
FOI ICB 25–335

North East and North Cumbria ICB
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By Email

27 November 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 19 November 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

Please confirm which Clinical Decision Support, referral enablement, or workflow management systems are currently in use within general practice settings across the NHS North East and North Cumbria ICB whether commissioned directly by the ICB, by Primary Care Networks (PCNs), GP federations, or individual practices.

In particular, please indicate whether any of the following systems are in active use within GP practices in your area:

- Ardens Clinical
- Medicus Health Partners (Medicus)
- DXS Point-of-Care (Best Pathway) / DXS International

For each relevant system identified, please provide the following (where information is held):

<u>Information Requested</u>	<u>Description</u>
Supplier name	Name of the system supplier or provider
Commissioning body	Whether the contract is managed by the ICB, a PCN, federation, or practice
Contract start and end dates	If applicable and held centrally

<u>Information Requested</u>	<u>Description</u>
Contract value	If applicable and held centrally

If this information is not held centrally by the ICB, please confirm whether it is instead managed at practice, federation, or PCN level, and if possible, indicate how this data can be accessed or whom to contact for clarification.

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.

This response covers North East and North Cumbria ICB only. We cannot answer any questions relating to systems commissioned by PCNs, GP Federations or individual practices as they are independent contractors; the requestor would need to write to those practices individually.

Each foundation clinical system has "referral management" (rather than "referral enablement") and also document management (workflow management) as part of their core capabilities. So, the answer to those would be as follows.

EMIS and TPP across all GP practices within NENC ICB have both referral management and workflow management as part of their core capabilities.

The ICB does not commission Ardens Clinical, Medicus Health Partners (Medicus) or DXS Point-of-Care (Best Pathway) / DXS International on behalf of any GP practices within the region. We are aware some practices use Ardens but this is purchased by them so we cannot provide a breakdown, and further details would need to be sought from the practices directly.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, 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 **eppracur** and for your reference, NENC ICB's Organisation Data Service (ODS) code is **QMH**.

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**