

Our Reference North East and North Cumbria ICB\
FOI ICB 24-479

NECS – John Snow House
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By Email

19 March 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 by North of England Commissioning Support (NECS) on 6 March 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, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

Your Request

I am writing to make an open government request for all the information to which I am entitled under the FOI Act 2000. Please provide information regarding the following systems:

1. Medicines Management Prescribing Decision Support System (Yes/No: Supplier Name: System name: Total contract value [per annum if applicable]: Contract end date). *DEFINITION: a computerised tool that helps healthcare professionals make decisions about prescribing medication.*
2. Population Health Management (PHM) (Yes/No: Supplier Name: System name: Total contract value [per annum if applicable]: Contract end date) *DEFINITION: a tool that helps analyse data to improve the health of a population. It uses data from a variety of sources to identify groups of people who may be at risk and then matches them to the right care.*
3. Risk Stratification / Risk management Software (Yes/No: Supplier Name: System name: Total contract value [per annum if applicable]: Contract end date). *DEFINITION: a specialised application designed to help organisations systematically identify, assess, prioritise, and*

mitigate potential risks across their operations by providing a structured platform to track and manage risk information, including potential threats, their likelihood of occurrence, potential impact, and mitigation strategies, enabling informed decision-making to minimise negative consequences

4. Shared Care Record (Yes/No: Supplier Name: System name: Total contract value [per annum if applicable]: Contract end date). *DEFINITION: A local solution for sharing important and up-to-date information about patients' health and care. Shared care records facilitate extensive and collaborative sharing of patient data and information across health care organisations, including social care bodies.*
5. Virtual Ward (Yes/No: Supplier Name: System name: Total contract value [per annum if applicable]: Contract end date). *DEFINITION: Technology-enabled care which allows suitable patients to be monitored and recover from their homes instead of a hospital ward.*
6. Video consulting (Yes/No: Supplier Name: System name: Total contract value [per annum if applicable]: Contract end date). *DEFINITION: an appointment that takes place between a patient/service user and a clinician over video, as opposed to face-to-face or over the telephone. Virtual Consulting can be a separate tool from the online consultation (OC) tool or be a feature offered as part of the OC tool.*
7. Patient Engagement Portal (Yes/No: Supplier Name: System name: Total contract value [per annum if applicable]: Contract end date). *DEFINITION: a secure online platform that allows patients to access their health information and communicate with their healthcare provider*
8. Business Intelligence and Analytics (Yes/No: Supplier Name: System name: Total contract value [per annum if applicable]: Contract end date). *DEFINITION: Solutions used by the ICB to analyse operational data for local management and planning purposes, statutory reporting, data visualisation or analysis*
9. Primary Care IT systems: Please detail the supplier of primary care IT systems for each PCN covered by the ICB and list how many licenses are covered: Total contract value [per annum if applicable]: Contract end date. *DEFINITION: Primary care electronic patient record systems used by GPs and other primary care professionals.*
10. Care Homes: Please detail IT systems provided to care homes (System: Supplier Name: Total contract value [per annum if applicable]: Contract end date). *DEFINITION: Systems made available by the ICB to provide Care homes with access to the NHS, such as email, shared care records, secure connections to NHS network, remote monitoring, etc.*

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. Medicines Management Prescribing Decision Support System:
 - Yes
 - Supplier Name: First Databank
 - System name: OptimiseRx
 - Contract value £943,804.80 (excluding VAT) per annum. £2,831,414.40 (excluding VAT) in total over three years.

- Contract period: 1st April 2023 – 31st March 2026.

2. Population Health Management (PHM):

- Yes
- Supplier Name: NECS
- System name: RAIDR PHM Dashboard
- Total contract value [per annum if applicable]: Not applicable
- Contract end date: Not applicable

3. Risk Stratification / Risk management Software information:

- Yes
- Supplier Name: NECS
- System name: RAIDR Primary Care Dashboard
- Total contract value [per annum if applicable]: Not applicable
- Contract end date: Not applicable

4. 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 Newcastle upon Tyne Hospitals NHS Foundation Trust (FT).

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 email addresses for all foundation trusts in the NENC ICB region to make your request. This is shown in the table below.

NENC Acute Hospital FTs	Email
County Durham and Darlington NHS FT	cdda-tr.cddftfoi@nhs.net
Gateshead Health NHS FT	ghnt.foi.enquiries@nhs.net
North Cumbria Integrated Care NHS FT	foirequest@cumbria.nhs.uk
North Tees and Hartlepool NHS FT	foi@nth.nhs.uk
Northumbria Healthcare NHS FT	foi@northumbria.nhs.uk
South Tees Hospitals NHS FT	foi@stees.nhs.uk
South Tyneside and Sunderland NHS FT	stsft.freedomofinformation@nhs.net
The Newcastle upon Tyne Hospitals NHS FT	nuth.freedom.information@nhs.net

5. 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 acute hospital NHS foundation trusts (FTs) within the North East and North Cumbria region. Please refer to the table above for their FOI contact information.

6. Video consulting:

- Yes, from a Primary Care perspective. For Provider Trusts, please redirect your questions to the NENC ICB region trusts in the table above.
- Supplier Name: eConsult
- System name: eConsult
- Total contract value [per annum if applicable]: £194,919.37 excl VAT

- Contract end date: 31/03/2025

7. Please refer to the response to question 5.

8. Business Intelligence and Analytics

- Yes
- Supplier Name: Microsoft
- System name: Microsoft Products used to build dashboards and reporting by inhouse analytics team – Power BI, Excel, etc.
- Total contract value [per annum if applicable]: Not applicable
- Contract end date: Not applicable

9. Primary Care IT systems:

- 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 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 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.

- System name: The core Primary Care Systems are EMIS Web and TPP SystmOne
- Total contract value [per annum if applicable]: EMIS £7,037,997 - TPP £11,810,328
- Contract end date: both 30/06/2026

10. There are no IT systems which are NHS North East and North Cumbria ICB held contracts with Care homes.

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 complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

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 sincerely

S Davies

S Davies
Information Governance Officer