



North East and North Cumbria

Our Reference SD\North East and North
Cumbria ICB\FOI ICB253

NECS – John Snow House
Durham University Science Park
Durham
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Tel: 0191 301 1300
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3 March 2023

Dear

Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board

Thank you for your request received by North of England Commissioning Support (NECS) on 27 February 2023 for information held by NHS North East and North Cumbria Integrated Care Board (ICB) under the provisions of the Freedom of Information Act 2000.

For information Clinical Commissioning Groups ceased to exist on 30 June 2022. Services that were previously delivered by the CCG are now being delivered by the successor organisation NHS North East and North Cumbria (ICB). This 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.

Request

1. Has your ICB implemented online and/or video digital consultation platforms across your GP Practices and Primary Care Networks?
2. Which technology supplier(s) have you used to provide online digital and/or video consultation solutions. Could you confirm what framework you have used to procure this and when does the contract(s) expire?
3. Please can you confirm the annual spend on your digital online and/or video consultations, per patient per annum?
4. Could you confirm if you have previously used suppliers but have chosen to no longer do so, and which platforms these were?
5. Could you confirm how you are intending to procure an online and/or video digital consultation platforms going forward?

6. Who at your ICB is responsible for digital health and the selection and implementation of online and/or video digital consultation platforms across GP Practices and Primary Care Networks? Could you please provide their email and contact details.
7. If you are using online and/or digital consultation platform, could you provide details of patient or staff satisfaction surveys or results for those platforms?

Response

1. Yes
2. In the North East, eConsult is the system procured via the Digital First Online Consultation & Video Consultation Framework (DFOCVC). This contract expires 09/01/2025.

In North Cumbria, EMIS & AccuRx are in use. These were also procured through the DFOCVC Framework. Both contracts expire in March 2024.

3. 25 pence (including VAT) per registered patient per annum for all contracts procured via the DFOCVC Framework
4. Not applicable
5. Procurement will be via the Digital First Online Consultation & Video Consultation Framework (DFOCVC)
6. No individual at the ICB is currently responsible for this and it is managed by local Teams based at Place within the North East and North Cumbria.
7. North East and North Cumbria Integrated Care Board does not hold this information. This data is provided directly to individual GP practices so this information would need to be requested directly from them.

In line 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 make a complaint or 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 complaint, you may apply directly to the Information Commissioner for a decision. 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.gov.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

Sarah Davies

Sarah Davies
Information Governance Officer