Our Reference	North East & North Cumbria ICB FOI 336	NECS - John Snow House Durham University Science Park Durham DH1 3YG

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25 April 2023

By Email

Dear

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 20 April 2023 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, 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 and Our Response

SHARED CARE RECORD

1. Does the ICB have a single Shared Care Record (SCR)? – *No.*
2. What is the software solution for the SCR? Please provide the product name (rather than the colloquial name) and the supplier. Where more than one product is used to deliver a shared care record, please include all software used. – *The ICB does not have a SCR.*
3. What is the term (length) of the shared care record contract for each software product used? – *N/A*
4. When do the current contracts end for the software used to deliver the shared care record? – *N/A*
5. Where multiple products are used to deliver a SCR, is there a plan to use a single system in the future? – *N/A*

6. Does the ICB plan to implement a new SCR solution in the next 5 years, either as a replacement to the current solution or as a new capability? - *N/A*

PATIENT CONTACT MANAGEMENT
1. Does the ICB utilise Customer Relationship Management (CRM) software for managing and tracking patient contact throughout a patient's care lifecycle? - *No*
2. What is the software solution for the CRM? Please provide the product name (rather than the colloquial name) and the supplier. Where more than one product is used to deliver a CRM capability, please include all software used. – *The ICB does not have a CRM.*
3. What is the term (length) of the CRM contract for each software product used? – *N/A*
4. When do the current contracts end for the software used to deliver the CRM? – *N/A*
5. Where multiple products are used to deliver a CRM capability, is there a plan to use a single system in the future? – *N/A*
6. Does the ICB plan to implement a new CRM solution in the next 5 years, either as a replacement to the current solution or as a new capability? – *N/A*
7. If no CRM capability is currently in place and there is no plan to implement a CRM solution, how will the ICB deliver a holistic approach to patient contact across its sphere of influence? – *N/A*

SOFTWARE INTEGRATION
1. Can the ICB please provide the quantity of inbound and outbound interfaces to the Shared Care Record (SCR)? - *N/A*
2. Can the ICB please provide the detail of any guidelines and principles for interoperability when integrating to ICB-manged systems? – *Any interoperable solutions should align to nationally defined and published standards outlined in NHS England's Interoperability Toolkit (ITK).*
3. Can the ICB provide details of any planned future integrations into the ICB digital estate to increase either the quantity or sources of data received into the SCR or to deliver insight and capabilities for population health management. *This information is not held by the ICB.*

RESOURCING
NOTE: For the purposes of answering the following questions, an 'internal' resource is defined as individuals employed directly by the ICB and 'external' resources means all other resources.
1. Can the ICB please provide an organogram of the ICB's technology team? Please include vacant posts. Where functions or positions are referenced, please identify the quantity of FTE within that function or position. – *Published on the NENC ICB publicly facing Internet site.*
2. Can the ICB please provide details of the quantity of ICB FTE whose function is to develop and maintain system and data integrations between NHS and non-NHS organisations. *The ICB does not deliver this service.*
3. How does the ICB currently utilise both internal and external resources to deliver system to system integrations across its sphere of influence? Where external resources are used, please identify whether these are from other NHS organisations or commercial entities. *The ICB does not deliver this service.*
4. Can the ICB provide details of FTE who have been made redundant since the establishment of the ICB whose primary function was delivering an IT

function or capability. Details to include: - *The ICB does not hold this information.*

- The quantity of employees.
- Job title.

5. Will the ICB require external resources to deliver its technology strategy in the following areas: - *No records held around this request.*
   - System Integration.
   - Analytics.
   - Application development. –

STRATEGY & DIGITAL FUNDING REQUESTS

NOTE: For the purposes of answering the following question, an 'internal' resource is defined as individuals employed directly by the ICB and 'external' resources means all other resources.

1. Can the ICB provide a list of all known funding requests received by the ICB for digital projects. These should include all requests and not just those that have an approved business case. Please include the following detail in your response: *The ICB has not received these requests, they tend to be managed nationally.*
   - The funding request name – *N/A*
   - The known or estimated funding requirement for each request. – *N/A*
   - The financial year in which the request will draw down the funding. – *N/A*
   - Whether the activity required by the funding request will be delivered exclusively by internal resources. Where external resources are used, please identify whether these are from other NHS organisations or commercial entities. – *N/A*

2. Can the ICB please provide a copy of its digital strategy.

   NENC ICB does hold this information but considers the information to be exempt from disclosure under the Freedom of Information Act 2000, Section 21 (Information reasonably accessible to the applicant by other means), which provides an exemption from the duty to disclose information which is available to the Applicant by other means.

   Our Digital Strategy can be found on the ICB's website at [Digital care | North East and North Cumbria NHS (northeastnorthcumbria.nhs.uk)](http://northeastnorthcumbria.nhs.uk)

SOFTWARE DEVELOPMENT

NOTE: For the purposes of answering the following question, an 'internal' resource is defined as individuals employed directly by the ICB and 'external' resources means all other resources.

1. How will the ICB deliver against its requirements for technology development? Examples of development would be mobile applications to support the patient pathway or clinical decision support tools. Please include in your response whether the ICB will contain an in-house capability to deliver software developments and what the scope of that capability will be and whether external resources will also be sought. *The ICB will help to co-produce, construct and implement a digital data and technology strategy, this will be aligned and delivered through its constituent member organisations as part of the ICS, and as such the examples cited would depend on the problem statement and on a case-by-case basis for each initiative.*

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

Pamela Coxon

Pamela Coxon
Information Governance Officer