

Our Reference North East and North Cumbria ICB\  
FOI ICB 26-017

North East and North Cumbria ICB  
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By Email

1 May 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 15 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**

1. Does your ICB have a contract for a telemedicine service to support patient care in care homes?

*For the purposes of this FOI request, a telemedicine service is a service that provides 24/7 video-enabled clinical healthcare support into care homes. A telemedicine allows nursing and residential care homes to connect with off-site clinicians for clinical advice and guidance. The aim of the service is to avoid alternative health services being used where it is possible to care for residents in their usual place of residence and reduce pressure on local NHS services. The focus of the service is that residents in care homes are provided with a professional, responsive, and caring service that provides support tailored to their individual needs to enable them to access appropriate health care services and to live a full life.*

2. If “Yes” who is/are your appointed Provider(s)?
3. What procurement process was used to appoint your current Provider(s)?

*For example:*

*Call-off from a procurement Framework (if so, specify which framework(s)?)*

*Public Contracts Regulations (PCR) procurement process (if so, which process?)*

*Provider Selection Regime (PSR) procurement process (if so, which process?)*

*Other procurement process (if so, please specify)*

*If you have more than one contract, please provide this information for each contract.*

4. For each contract, please provide the total spend in each financial year, since the contract started.
5. For each contract, please provide the percentage of spend in each financial year since the contract started that is attributable to healthcare services (for the purposes of this FOI request, "healthcare services" are those listed in Schedule 1 of The Health Care Services (Provider Selection Regime) Regulations 2023).

## **Our Response**

1. No, NENC ICB does not have a telemedicine service to support patient care in care homes.
2. Please refer to the response to question 1.
3. Please refer to the response to question 1.
4. Please refer to the response to question 1.
5. Please refer to the response to question 1.

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**