

Our Reference North East and North Cumbria ICB\  
FOI ICB 24–218

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By Email

27 August 2024

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 23 August 2024 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).

We have dealt with your request in accordance with your “right to know” under section 1(1) of the Freedom of Information Act 2000 (subsequently referred to as FOIA2000) which entitles you to be provided with information “held” by a public authority unless an appropriate exemption applies.

**Your Request**

Digital Dictation

Do you use Digital Dictation? If yes, could you please answer the following questions:

- Name of the supplier & product?
- How many user licences do you have?
- What procurement method (if any) was used to obtain this system, i.e. what framework?
- The contract start date?
- The contract expiry date?
- Total contract value?
- Is the product integrated with PAS or EPR?
- What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
- What is the person(s) email and telephone number?
- What would you like to see in this product that is currently not being delivered?

Outsourced Transcription

Do you use Outsourced Transcription? If yes, could you please answer the following questions:

- Name of the supplier:
- What procurement method (if any) was used to obtain this system, i.e. what framework:
- The contract start date:
- Volume of letters per month:
- Total contract value:
- What is the name(s) and position(s) of the key internal stakeholder(s) for this service:
- What is the person(s) email and telephone number:
- What would you like to see in this product that is currently not being delivered:

### Speech Recognition

Do you use Speech Recognition? If yes, could you please answer the following questions:

- Name of the supplier & product?
- How many user licences do you have?
- What procurement method (if any) was used to obtain this system, i.e. what framework?
- The contract start date?
- The contract expiry date?
- Total contract value?
- Is the product integrated with PAS or EPR?
- What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
- What is the person(s) email and telephone number?
- What would you like to see in this product that is currently not being delivered?

### Ambient AI Scribe

Do you use AI-enabled Ambient Scribe? If yes, could you please answer the following questions:

- Name of the supplier & product?
- How many user licences do you have?
- What procurement method (if any) was used to obtain this system, i.e. what framework?
- The contract start date?
- The contract expiry date?
- Total contract value?
- Is the product integrated with PAS or EPR?
- What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
- What is the person(s) email and telephone number?
- What would you like to see in this product that is currently not being delivered?

### Video Consultation

Do you use Video Consultation? If yes, could you please answer the following questions:

- Name of the supplier & product?
- How many user licences do you have?
- What procurement method (if any) was used to obtain this system, i.e. what framework?
- The contract start date?
- The contract expiry date?
- Total contract value?
- Is the product integrated with PAS or EPR?
- What is the name(s) and position(s) of the key internal stakeholder(s) for this service?
- What is the person(s) email and telephone number?
- What would you like to see in this product that is currently not being delivered?
- How many user licences do you have?

- What % of virtual/remote consultations are conducted using video vs telephone?

### Health Information Systems

What supplier(s) do you use for the following?

- PAS (Patient Administration System)
- EPR (Electronic Patient Record)
- eDMS (Electronic Document Management System)
- RIS (Radiology Information System)
- LIMS (Laboratory Information Management System)
- e-Correspondence (e.g. Docman)
- Hybrid Mail (e.g. Synertec)
- Patient Portal

### **Our Response**

On this occasion it is not possible 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 GPs or NHS hospital foundation trusts (FTs) within the North East and North Cumbria region.

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 those hospitals to make your request.

<b>NENC Acute Hospital FTs</b>	<b>Email</b>
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

<b>NENC Mental Health Hospital FTs</b>	<b>Email</b>
Cumbria, Northumberland, Tyne and Wear NHS FT	foi@cntw.nhs.uk
Tees, Esk and Wear Valley NHS FT	tewv.foi@nhs.net

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](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

*S Davies*

**S Davies**  
**Information Governance Officer**