

Our Reference North East and North Cumbria ICB\  
FOI ICB 25–524

North East and North Cumbria ICB  
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By Email

20 March 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 18 March 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**

I am writing to make a request for information under the Freedom of Information Act 2000. I am conducting research examining the implementation of digital health interventions in NHS musculoskeletal services.

I would like to request the following information relating to the getUBetter digital self-management application, developed by getUBetter Ltd. This application may appear in your records under a number of names, including but not limited to: getUBetter MSK, or as a white-labelled or locally branded NHS digital self-management tool for musculoskeletal conditions. The underlying product is a condition-specific digital pathway app supporting patients with musculoskeletal conditions including low back pain, developed and supplied by getUBetter Ltd.

1. Expenditure

Please provide the total amount spent by NHS North East and North Cumbria ICB on the getUBetter application for each financial year from 1 April 2021 to present. If a breakdown by financial year is not available, please provide the total expenditure across the period as a whole. If expenditure was incurred by a predecessor organisation (e.g. a clinical commissioning group) whose records transferred to NHS North East and North Cumbria ICB, please include this where it falls within the specified period.

## 2. Contract details

Please provide:

- a. The start date and end date (or expected end date) of any contract(s) or agreements relating to getUBetter
- b. Whether any such contract is currently active
- c. The procurement route used (e.g. direct award, framework agreement, competitive tender, NHS shared procurement)

## 3. Monitoring and uptake data

Does NHS North East and North Cumbria ICB hold any data on patient uptake of or engagement with the getUBetter platform (for example, number of patients referred, registered, or active users)? If yes, please indicate what data is held and the time period it covers. You do not need to provide the data itself at this stage.

If NHS North East and North Cumbria ICB has never held a contract or agreement with getUBetter Ltd or any of its products (regardless of local branding), or has no record of expenditure on this application, please confirm this in your response.

If some of the information requested is held but other parts are not, please provide what is available and indicate clearly what is not held.

## **Our Response**

1. 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.
2. Please refer to the response to question 1.
3. 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**