



North East and North Cumbria

Our Reference North East & North Cumbria
ICB FOI 161

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28 December 2022

By Email

Dear

Freedom of Information Act 2000 - Request for Information – NHS North East & North Cumbria Integrated Care Board.

Thank you for your request received by North of England Commissioning Support (NECS) on 07 December 2022 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.

Your Request and Our Response

1. Which digital solutions are currently in use within your CHC services across the ICB?
 - Adam
 - CHS Caretrack
 - CHS Broadcare
 - IEG4

- Imosphere Formulate
- QA Plus iChord
- Other - Please provide free text description

Nil

2. How many users access the solutions on a regular basis?

- 10-25
- 25-50
- 50-75
- 75-100
- 100+

Nil

3. What is the annual total cost of your current provider?

- Less than £15,000 per annum
- £15,000 - £30,000 per annum
- £30,000 - £50,000 per annum
- £50,000 - £80,000 per annum
- £80,000 + per annum

Nil

4. What date is the contract due for renewal for the current provider?

To the best of our knowledge, no contract is currently held by the ICB and the system vendors listed above related to CHC.

5. Which digital systems are currently in use within your wider ICB for health and social care?

- Altera Health
- EMIS
- Liquidlogic
- SystemOne
- Other- Please provide free text description

Related to the ICB, there are none of the systems in use.

6. Does your current CHC system interface with any of the health/social systems currently in place in the ICB?

Yes/No

N/A

If Yes please confirm which systems.

7. As a CHC service do you anticipate the need for your CHC system to interface with the wider ICB systems in any of the following timescales?

- within 12 months
- 12-18 months
- 18-24 months
- 24 months or more
- None of the above

N/A

8. Would you consider implementing a web referral portal for your service in the next 12 months?

Yes/No

Already have web referral portal in use.

N/A

9. Would you consider implementing a patient portal for your service in the next 12-24 months?

Yes/No

Already have patient portal in use.

N/A

10. What could digital solutions deliver to a CHC / AACC service that would make a significant improvement to current solutions and or support you further in performing your role?

Question not related to information we hold

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