

Our Reference      North East and North Cumbria ICB\  
FOI ICB 25-378

North East and North Cumbria ICB  
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By Email

17 December 2025

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 12 December 2025 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 under the Freedom of Information Act 2000 to request information on clinical IT systems used across hospitals within the ICB. Specifically, I am seeking details across three categories of systems (*systems definition provided below*):

- Electronic Patient Record (EPR) systems
- Patient Administration Systems (PAS)
- Other Clinical IT systems (e.g., PACS, RIS, LIS etc.)

**Type A: EPR (Electronic Patient Record) systems**

1. Total spend on the core EPR system in each Hospital across the ICB in 2024? (*ongoing run costs only; please exclude implementation if still in progress in any of the hospitals*)
2. For each hospital, in a tabular format, please provide:
  - a. Name of the core EPR system used (e.g., EPIC, Cerner, SystemC, Nervecentre, Dedalus, other)?
  - b. Annual cost in 2024 for the EPR system, broken down into:
    - i. Total cost
    - ii. Software license
    - iii. Maintenance
    - iv. Professional services

- v. Others
- c. Scope of the contract (i.e., which additional clinical modules are included)
- d. If available, spend broken down by for the core EPR system and each additional module separately

3. For the most recent EPR implementation (in each respective hospital), please provide the following information in a tabular format:

- a. Tender date
- b. Contract start and end date
- c. Whether the contract is annually renewed
- d. Planned final implementation date
- e. Which provider the hospital used previously
- f. Total budget and its components
  - i. Total value of contract (£)
  - ii. Contract term
  - iii. Software license fees (upfront and ongoing)
  - iv. Annual contracted pricing growth
  - v. Implementation fees
  - vi. Allowance for new features / development (if any) - e.g., committed budget for new software features / development which is not yet identified
  - vii. Internal training / resources / etc. as relevant
- g. Procurement framework used
- h. Other systems integrated with the EPR
- i. Department(s) that provided the funding
  - i. % of ERP budget comes from the ICB vs. Trust vs. others (please specify name)
- j. Planned date to kick off next tender process
  - i. Whether there are plans to replace the system

Type B: PAS (Patient Administration) systems

1. Total spend on PAS systems in each Hospital across the ICB in 2024? (*ongoing run costs only*)
2. For *each* hospital, in a tabular format:
  - a. Name of the PAS system used / provider (e.g., EPIC, Cerner, SystemC, Nervecentre, Dedalus)?
  - b. Annual cost for the PAS system, broken down into:
    - i. Total cost
    - ii. Software license
    - iii. Maintenance
    - iv. Professional services
    - v. Others
  - c. Procurement framework used
  - d. Contract start and end date
  - e. Other systems integrated with the PAS

Type C: Other HC Clinical IT systems like Medical imaging (PACS), Radiology Information System (RIS), Laboratory Information Systems (LIS), etc.

1. Total spend for each “Other Clinical IT system” in each Hospital across the ICB in 2024? (*ongoing run costs only*)
2. For *each* hospital, in a tabular format:
  - a. Which PACS/LIS/RIS/Other system provider does the hospital use respectively (e.g., Sectra, Cris, Clinisys)?
  - b. Annual cost for the PACS/LIS/RIS/Other system, broken into:
    - i. Total cost

- ii. Software license
- iii. Maintenance
- iv. Professional services
- v. Others
- c. Procurement framework used
- d. Contract start and end date for each supplier

### Systems Definition

- Electronic Patient Record (EPR) provides comprehensive digital systems for hospitals and healthcare providers to manage patient data, streamline workflows, and improve care delivery through features like clinical documentation, patient portals, billing, and interoperability.
- Patient Administration Systems (PAS) are core administrative systems used to manage demographic information, patient pathways, appointment booking, RTT, referrals, waiting lists, scheduling, admissions, and discharge etc.
- Other Clinical IT Systems cover specialist clinical systems that support diagnostic, imaging, and laboratory workflows. These typically include:
  - PACS (Picture Archiving and Communication System): medical imaging storage, viewing, and reporting
  - RIS (Radiology Information System): radiology workflow management
  - LIS (Laboratory Information System): pathology test ordering, processing, and result management
  - Other specialist systems used within clinical departments (radiology, pathology, cardiology, etc.)

We kindly request any details, documentation, or references you are able to share. Where the information is already publicly available, a link to the appropriate page would be equally helpful.

Should you require clarification or further context in order to process this request, please feel free to contact me directly.

### **Our Response**

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able 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 the acute and mental health hospital NHS 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 contacts for those foundation trusts to make your request.

<b>NENC Acute Hospital FTs</b>	<b>Email/Online portal</b>
County Durham and Darlington NHS FT	<a href="mailto:cdda-tr.cddftfoi@nhs.net">cdda-tr.cddftfoi@nhs.net</a>
Gateshead Health NHS FT	<a href="mailto:ghnt.foi.enquiries@nhs.net">ghnt.foi.enquiries@nhs.net</a>
North Cumbria Integrated Care NHS FT	<a href="mailto:foirequest@cumbria.nhs.uk">foirequest@cumbria.nhs.uk</a>
North Tees and Hartlepool NHS FT	<a href="mailto:nth-tr.foi@nhs.net">nth-tr.foi@nhs.net</a>
Northumbria Healthcare NHS FT	<a href="mailto:foi@northumbria.nhs.uk">foi@northumbria.nhs.uk</a>
South Tees Hospitals NHS FT	<a href="mailto:stees.foi.admin@nhs.net">stees.foi.admin@nhs.net</a>

South Tyneside and Sunderland NHS FT	<a href="mailto:stsft@infreemation.co.uk">stsft@infreemation.co.uk</a>
The Newcastle upon Tyne Hospitals NHS FT	<a href="https://www.newcastle-hospitals.nhs.uk/help/foil/">https://www.newcastle-hospitals.nhs.uk/help/foil/</a>

<b>NENC Mental Health Hospital FTs</b>	<b>Email</b>
Cumbria, Northumberland, Tyne and Wear NHS FT	<a href="mailto:foi@cntw.nhs.uk">foi@cntw.nhs.uk</a>
Tees, Esk and Wear Valleys NHS FT	<a href="mailto:tewv.foi@nhs.net">tewv.foi@nhs.net</a>

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**