

Our Reference North East and North Cumbria ICB\
FOI ICB 26–004

North East and North Cumbria ICB
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By Email

14 April 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 10 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

I am writing to make a request under the **Freedom of Information Act 2000** for information relating to the digital consultation and communication services commissioned or funded by your Integrated Care Board (ICB) for use in primary care and, where applicable, secondary care settings.

Where any of the information requested below is already published, I would be grateful if you could direct me to the relevant source rather than compiling it afresh.

This request covers the period 1 April 2024 to the date of this request.

To assist in identifying the relevant department, this request relates to the digital tools and platforms used by GP practices and NHS trusts within your area for:

- Virtual (video) consultations
- Telephone consultations
- Online (written/asynchronous) consultations
- Face-to-face appointment booking and patient communication

Providers active in this market include (by way of example only): eConsult, AccuRx, PATCHS, Anima Health, Engage Consult, Hero Health, AskMyGP, Klinik, Attend Anywhere, DrDoctor, LIVI,

iPlato/myGP, and cloud telephony suppliers on the NHS Advanced Telephony Better Purchasing Framework, such as X-on Surgery Connect, Think Healthcare, and Babblevoice. This list is illustrative and not exhaustive. I am interested in whichever providers are currently used within your ICB area.

Section A – Online and Video Consultation Services (Primary Care)

This section concerns online consultation (also known as digital triage or e-consultation) and video consultation platforms provided to GP practices.

1. The name of each online consultation and/or video consultation platform currently in use by GP practices within your ICB area (e.g. eConsult, AccuRx Triage, PATCHS, Anima Health, Engage Consult, Hero Health, AskMyGP, Klinik, Sensely AskFirst, or other).
2. For each platform identified in Question 1, please provide:
 - a. The approximate number of GP practices currently using the platform
 - b. Whether the platform was procured at ICB level (or former CCG level) or by individual practices
 - c. The current annual cost or contract value to the ICB (or, if not held centrally, confirmation that costs are borne at practice level)
3. The contract start date, end date, and any available extension periods for each platform.
4. Whether a procurement or re-procurement exercise is planned and, if so:
 - a. The approximate date or financial year
 - b. Which (if any) framework was used (e.g. G-Cloud 14)

Section B – Video Consultation Services (Secondary Care)

This section concerns video or virtual consultation platforms commissioned for use in NHS trusts and secondary care providers within your ICB area, to the extent that this information is held by the ICB.

5. For each hospital linked to your organisation, please provide:
 - a. Which EPR system is in use (e.g. Cerner, EPIC, AllScripts, SystemOne, Meditech)
 - b. Which video consultation solution(s) are used (e.g. Attend Anywhere, AccuRx, DrDoctor, Microsoft Teams, Zoom)
6. For each platform identified in Question 5(b), please provide:
 - a. Whether the platform was procured at ICB level, ICS level, or by individual NHS trusts
 - b. The current annual cost or contract value to the ICB, if held
 - c. The contract end date, any planned re-procurement date (if known), and which (if any) framework was used (e.g. G-Cloud 14)
7. The number of hospitals, sites, or departments that have formally initiated a project to migrate to an alternative system during this period.
8. Of those migrations currently in progress or completed, please specify:
 - a. The system migrated from
 - b. The system migrated to
9. Any proposals or requests to replace or upgrade your video consultation platform, including:
 - a. Whether a review of existing tools has taken place
 - b. Whether alternative platforms have been shortlisted, trialled, or procured
10. The number of migration or replacement requests (EPR or video consultation) that were declined, deferred, or significantly delayed, and the reasons provided.

Section C – Telephony and Telephone Consultation Services

This section concerns cloud-based telephony and telephone consultation systems provided to GP practices, including those procured under the NHS Advanced Telephony Better Purchasing Framework.

11. The name of each cloud or advanced telephony platform currently in use by GP practices within your ICB area (e.g. X-on Surgery Connect, Think Healthcare, Babblevoice, Redcentric, Smart Healthcare, NCS Gamma PatientSmart, Wavenet, or other).
12. For each platform identified in Question 11, please provide:
 - a. The approximate number of GP practices currently using the platform
 - b. Whether the platform was procured at ICB level or by individual practices
 - c. The current annual cost or contract value to the ICB (or confirmation that costs are borne at practice level)
13. The contract start date, end date, and any available extension periods for each telephony platform.
14. Whether a procurement or re-procurement exercise is planned and, if so:
 - a. The approximate date or financial year
 - b. Which (if any) framework was used (e.g. G-Cloud 14)

Section D – Face-to-Face Appointment Booking and Patient Communication

This section concerns appointment booking, patient communication, and engagement platforms used by GP practices, where separate from core clinical systems.

15. The name of each appointment booking, patient communication, or patient engagement platform currently in use by GP practices within your ICB area (e.g. iPlato/myGP, Hero Health, Zesty, or other).
16. For each platform identified in question 15, please provide:
 - a. The approximate number of GP practices currently using the platform
 - b. The current annual cost or contract value to the ICB, if held
 - c. The contract end date and any planned re-procurement date, if known
 - d. Which (if any) framework was used for the procurement (e.g. G-Cloud 14)

Section E – Summary Expenditure (Optional)

This question is included for convenience only. If responding would exceed the cost limit, please disregard this section. Responses to Sections A–D remain my primary request.

17. The total approximate annual expenditure by the ICB on digital consultation and communication tools across all categories above for the most recent complete financial year available.

Scope, Cost Limit, and Refusal Mitigation

This request has been structured to focus on factual, recorded information likely to be held centrally by the ICB's digital, IT, or primary care commissioning teams. Each question can be answered independently. If responding to any individual question would cause the total cost to exceed the appropriate limit under Section 12 of the Freedom of Information Act 2000, I would ask that you:

1. Respond to the questions that fall within the cost limit.
2. Confirm which questions have been excluded and why.
3. Advise how the remaining questions could be refined to fall within the limit.

If any part of this request is refused under an exemption, please cite the specific section of the Act relied upon and provide a brief explanation. If any information is not held by the ICB, I would appreciate being directed to the appropriate organisation (e.g. the relevant NHS trust or NHS England).

I would prefer to receive the information electronically by email. Where the information is most conveniently provided in a spreadsheet or table, that format would be welcome.

Our Response

Section A – Online and Video Consultation Services (Primary Care)

1. The consultation platforms are eConsult and AccuRx.
2. For each platform,
 - a. eConsult has 262 users and AccuRx Triage has 28 users
 - b. ICB procured
 - c. We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds the information you have requested. However, this is publicly available via the links:

[Provision of Online Consultation Services for NHS North East and North Cumbria ICB - Contracts Find...](#)

[Provision of Digital tools for NHS North East and North Cumbria ICB - Contracts Finder](#)

In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

3. Contract start and end dates and extension options are publicly available via the website links provided in the response to question 2c.
4. There is no re-procurement exercise planned by NENC ICB at this time.

Section B – Video Consultation Services (Secondary Care)

5. 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 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.

NENC Acute Hospital FTs	Email/Online portal
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	nth-tr.foi@nhs.net
Northumbria Healthcare NHS FT	foi@northumbria.nhs.uk
South Tees Hospitals NHS FT	stees.foi.admin@nhs.net
South Tyneside and Sunderland NHS FT	stsft@infreemation.co.uk
The Newcastle upon Tyne Hospitals NHS FT	https://www.newcastle-hospitals.nhs.uk/help/foi/

6. Please refer to the response to question 5.
7. Please refer to the response to question 5.

8. Please refer to the response to question 5.
9. Please refer to the response to question 5.
10. Please refer to the response to question 5.

Section C – Telephony and Telephone Consultation Services

11. 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 individual GP practices within the North East and North Cumbria region.

For your reference, a list of practices is available on the NHS Digital website: [GP and GP practice related data – NHS England Digital](#) The GP Practices full file name is **epraccur** and for your reference, NENC ICB's Organisation Data Service (ODS) code is **QMH**.

12. Please refer to the response to question 11.
13. Please refer to the response to question 11.
14. Please refer to the response to question 11.

Section D – Face-to-Face Appointment Booking and Patient Communication

15. In addition, all 341 ICB GP practices have optional additional access to the AccuRx booking module, if they wish to utilise it. In March 2026, 231 GP practices used the booking module, and this varies by month.

16. For the platform identified:

- a. There are 231 practices using the platform.
- b. Please refer to the response to question 2.
- c. The contract end date is 31/03/2027. At this time it is unknown as to whether there will be a planned re-procurement.
- d. The G Cloud 14 framework was used for the procurement.

Section E – Summary Expenditure (Optional)

17. This information is not held by the ICB as we do not commission in this way. The ICB commissions services not methods of service delivery. Whilst there may have been some specific instances of support in relation to this scope, the cost of retrieving such data (as we do not record expenditure in a way that allows relatively easy retrieval would require review of many multiple business entries) would outweigh the cost threshold referred to by the requestor and would still not answer the question. Providers of services may be able to answer this question individually.

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.

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 faithfully

Information Governance Support Officer

**Information Governance Support Officer
North East and North Cumbria Integrated Care Board**