

Our Reference North East and North Cumbria ICB\  
FOI ICB 25–455

North East and North Cumbria ICB  
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By Email

17 February 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 5 February 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 re-submitting my initial Freedom of Information request regarding the visibility of NHS 111 assessment information within Emergency Departments across your Integrated Care System, as the responses received do not address the issues raised. Therefore, I have simplified my request. Please provide the following:

1. When a patient completes an NHS 111 online assessment or calls NHS 111, are Emergency Department clinicians within your Trusts able to view the full NHS 111 assessment record? This includes the triage outcome and the answers the patient provided during the assessment.
2. Has the ICB taken any steps—such as commissioning work, implementing systems, or establishing data-sharing arrangements – to ensure that Emergency Departments can access NHS 111 online assessment information?
3. If the ICB has taken such steps, please provide the date(s) when this work was carried out or commissioned.
4. If the ICB has not taken steps to enable Emergency Departments to access NHS 111 online assessment information, please explain the reasons for this and confirm whether there are any plans to introduce this capability in the future.

This information will help us understand whether NHS 111 assessment data is available to Emergency Department clinicians to support continuity of care, reduce duplication, and ensure that information already provided by patients is accessible at the point of treatment.

## Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested.

1. Emergency Departments (EDs) in the NENC region receive the NHS 111 triage information from 111 telephony via email. It includes all demographic details, questions asked and answer, triage outcome, and details of the 111 sender.

When Emergency Department Digital Integration (EDDI) was in operation in our region (2020-2024), EDs would receive the 111 online assessment details alongside an arrival slot for the patient. However, the EDDI tool was decommissioned by NHS England and this transfer of detail and arrival slot booking ceased. Please refer to the response to question 4 for further information.

2. No, NENC ICB has not taken any steps to ensure that EDs can access NHS 111 online assessment information. Please refer to the response to question 4 for further information.
3. Please refer to the response to question 2.
4. During Covid, NHS England established a process for all EDs to receive triage information from 111 Online in November 2020. The Emergency Department Digital Integration (EDDI) tool (developed by NHS England) enabled NHS111 providers to give patients a time slot to attend EDs to help manage demand. However, the EDDI service was retired on 30 June 2024 and was replaced by BaRS (booking and referral standards).

In order to implement this single, agreed national interoperability standard, NHS England have advised Trusts to work with their ED IT system suppliers to ensure development/necessary system changes are made. Trusts within the NENC Integrated Care System are therefore implementing this standard in line with supplier timelines. As this is being led by NHS England, NENC ICB have not commissioned this service

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 contact for NHS England – [england.contactus@nhs.net](mailto:england.contactus@nhs.net) – should you wish to redirect your request. Please write “Freedom of Information” in the subject line.

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**