

Our Reference North East and North Cumbria ICB\  
FOI ICB 24-014

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By Email

5 April 2024

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 by North of England Commissioning Support (NECS) on 4 April 2024 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

**Your Request**

Under the Freedom of Information Act 2000, I would like to request information held by North East and North Cumbria ICB.

Last year The Newcastle upon Tyne Hospitals NHS FT (NuTH) were successful in bidding for NHSE funds to cover a regional approach that allows for all 8 providers across the North East and Cumbria Region to benefit from a two-year contract with HealthCall for digital solution supporting virtual wards, with 200 concurrent beds for each organisation. Roll out of the single solution supposed to start early September.

1. Could you please confirm if the HealthCall solution has been rolled out for virtual wards?

**If yes:**

- a. What was the contract/rollout Start date?
- b. At which providers/trust the solution has been rolled out?
- c. How many beds does the solution currently support?
- d. Does the HealthCall solution support remote monitoring, or how the solution is used across the virtual wards?

**If not,**

- a. What was the reason(s) that the solution has not been rolled out for virtual wards?
  - b. Is there any other solution currently contracted/piloted to support remote monitoring across NENC virtual wards?
  - c. Who is the Supplier?
  - d. What is the contract(s) Start Date?
  - e. What is the contract(s) Length (in months, years, please specify the term)?
  - f. What is the contract Value?
2. Did any of the £700,00 Health Technology Adoption and Accelerator Fund allocations, have been spent on supporting virtual care/remote monitoring technology across virtual wards.

**If yes, could you please confirm the following:**

- a. What technology?
- b. The Supplier(s) name?
- c. The Value (£)?

**Our Response**

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.

The North East and North Cumbria Integrated Care Board (NENC ICB) does not hold the records which you have sought. However, we have determined the records are held by The Newcastle Upon Tyne Hospitals NHS Foundation Trust ([nuth.freedom.information@nhs.net](mailto:nuth.freedom.information@nhs.net)).

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 email address for the acute hospital to make your request.

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 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 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 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.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 sincerely

*S Davies*

**S Davies**  
**Information Governance Officer**