

Our Reference North East and North Cumbria ICB\  
FOI ICB 24-143

NECS – John Snow House  
Durham University Science Park  
Durham  
DH1 3YG

Tel: 0191 301 1300  
E-mail: [necsu.icbfoi@nhs.net](mailto:necsu.icbfoi@nhs.net)

By Email

9 July 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 2 July 2024 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, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

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

**Your Request**

I am writing to submit a request for information under the Freedom of Information Act 2000. Specifically, I would like to request the following information:

**1. AI Technology Transcription/Dictation Consideration:**

- Has the ICB considered implementing a specific AI technology transcription/dictation solution within its systems or for use by GP practices within the ICB?
- If so, at what stage is the consideration process (e.g., initial discussions, pilot program, full implementation)?
- Can you provide any relevant documents outlining the rationale for considering this AI technology (e.g., feasibility studies, risk assessments)?

**2. AI Governance and Oversight:**

- Does the ICB have a specific policy or framework for evaluating and approving the use of AI technologies within its systems or by GP practices?
- If so, please provide a copy of this policy or framework.

- In the absence of a specific AI policy, how does the ICB ensure the responsible and ethical implementation of AI tools?

**3. Compliance and Governance Lead:**

Please provide the name and contact details of the lead for compliance and/or governance within the ICB responsible for the installation of new software for GP practices.

**4. IT Support:**

Please provide the name and contact details of the lead for IT support within the ICB responsible for the installation of new software for GP practices.

**5. IT and Compliance/Governance Services Provider (if applicable):**

If the ICB outsources IT or compliance/governance services, please provide the name and contact details of the company providing these services.

**6. List of GP Practices: (please provide on Excel)**

- a. A comprehensive list of all GP practices within the ICB, broken down by borough.
- b. Please include the name and contact details of the lead GP for each practice.

**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. NENC ICB has not considered implementing a specific AI technology transcription/dictation solution within its systems or for use by GP practices within the ICB.
2. The ICB does not have a specific policy or framework for evaluating and approving the use of AI technologies within its systems or by GP practices. The ICB ensures the responsible and ethical implementation of AI tools through pilot work and testing. This is done by following NHS standard policies and creating local clinical safety cases/clinical risk assessments for the use cases/pilots e.g. DTAC/DCB0129/DCB0160.
3. This is a contracted IT service.
4. This is a contracted IT service.
5. The provider is NHS North of England Commissioning Support Unit. Their address is John Snow House, Durham, DH1 3YG and contact telephone number is 0191-301-1300.
6. The attached spreadsheet shows practices within the ICB broken down by borough. NENC ICB does not hold names and contact details of lead GPs for each practice.

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**