

12/12/2025

NN-ICB/25-1406

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 19 November 2025, regarding clinical decision support systems used in primary care. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we partially hold the information requested.

Please find below our response to your request:

Please confirm which Clinical Decision Support, referral enablement, or workflow management systems are currently in use within general practice settings across the NHS Nottingham and Nottinghamshire ICB whether commissioned directly by the ICB, by Primary Care Networks (PCNs), GP federations, or individual practices.

In particular, please indicate whether any of the following systems are in active use within GP practices in your area:

- **Ardens Clinical** - Yes
- **Medicus Health Partners (Medicus)** - No
- **DXS Point-of-Care (Best Pathway) / DXS International** - No

For each relevant system identified, please provide the following (where information is held):

Information Requested	Description	ICB response
Supplier name	<i>Name of the system supplier or provider</i>	Ardens Clinical.
Commissioning body	<i>Whether the contract is managed by the ICB, a PCN, federation, or practice</i>	Contract is managed by a mix of PCNs, federations, and practices.
Contract start/end dates	<i>If applicable and held centrally</i>	Not applicable as not held centrally.
Contract value	<i>If applicable and held centrally</i>	Not applicable as not held centrally.

If this information is not held centrally by the ICB, please confirm whether it is instead managed at practice, federation, or PCN level, and if possible, indicate how this data can be accessed or whom to contact for clarification.

NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) does not hold this information, as the information being sought is not within the remit of the ICB and is instead likely to be held by individual GP practices, which operate as independent organisations.

We recommend that you contact the relevant GP practice(s) directly for this information. You can find contact details for GP practices via the NHS website: <https://www.nhs.uk/service-search/find-a-gp>.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Affairs via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>.

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board nnicb-nn.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.