

02/03/2026

NN-ICB/26-1465

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 12 January 2026 and your clarification received on 2 February 2026, regarding existing contracts. 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 do hold the information requested. However, please note that some of the information you requested has been withheld. Under the FOIA, certain exemptions may apply to protect sensitive information.

Please find below our response to your request:

I would like to request the following information regarding existing contracts for the products and services listed below that are used within the Integrated Care Board:

Product/Service	Provider(s)	Contract End Date	Contract owner (ICB/Practice)	Framework provider (if applicable)	Contract value
Document Management system	'In-house' solution	Not applicable	Not applicable	Not applicable	Not applicable
Online Consultation/ Patient Triage	eConsult Health	31/03/2026	ICB	NHS England	*Section 43(2) exemption applied
AI Scribe tools	None	Not applicable	Not applicable	Not applicable	Not applicable
Medicines Optimisation	First Data Bank Europe Ltd (FDBE)	31/03/2027	ICB	Shared Business Services	*Section 43(2) exemption applied
Capacity & Demand	'In-house' solution	Not applicable	Not applicable	Not applicable	Not applicable
Population Health Management	'In-house' solution	Not applicable	Not applicable	Not applicable	Not applicable
Shared Care Plans	None	Not applicable	Not applicable	Not applicable	Not applicable
Neighbourhood Working/ Collaboration	'In-house' solution	Not applicable	Not applicable	Not applicable	Not applicable

Patient check in system	None (these are purchased by the individual GP Practice)	Not applicable	Not applicable	Not applicable	Not applicable
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* The ICB is unable to share this information as it is deemed commercially sensitive under Section 43 (2) of the Act.

Public Interest Test

We have carefully considered the public interest in disclosing the withheld information against the public interest in maintaining the exemption under Section 43(2) of the Freedom of Information Act.

Factors in favour of disclosure:

- Promoting transparency and accountability in relation to how public funds are spent.
- Enabling the public to better understand how procurement and commissioning decisions are made.
- Supporting public confidence in the fairness, integrity and openness of the ICB's contracting processes.
- Allowing appropriate scrutiny of value for money and the effective use of public resources.

Factors in favour of maintaining the exemption:

- Disclosure of detailed contract values would be likely to prejudice the commercial interests of the suppliers by revealing commercially sensitive pricing information, which could be exploited by competitors in future procurement exercises.
- Release of this information would also be likely to weaken the ICB's negotiating position in future procurements, potentially resulting in less favourable commercial terms and reduced value for money for the public purse.
- The services in question are delivered as single, integrated solutions rather than as a collection of separate component services. As such, there is no discrete or granular breakdown of service elements, and any disclosure of contract values would directly expose the supplier's overall commercial pricing model.
- The market for digital healthcare solutions, including online consultation and medicines optimisation systems, is competitive and evolving. Disclosure of detailed pricing information could distort competition, discourage market participation, and undermine supplier confidence in NHS procurement processes.
- There is a strong public interest in maintaining fair competition, protecting legitimate commercial confidentiality, and ensuring that public bodies can continue to procure high-quality services at best value for money.

Balance of public interest:

While there is a recognised public interest in openness and accountability, this must be balanced against the real and significant risk of commercial prejudice. In this instance, disclosure of the withheld contract values would be likely to cause commercial harm both to suppliers and to the ICB's own commercial position, without delivering a proportionate public benefit.

On balance, we consider that the public interest is better served by maintaining the exemption under Section 43(2), as this protects fair competition, supports effective procurement, and safeguards the ICB's ability to secure best value from public funds in the interests of patients and taxpayers.

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.