

17/02/2026

NN-ICB/26-1495

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 3 January 2026, regarding GP practice Electronic Patient Record (EPR) system. 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.

Details of your request:

Relating to GP practice Electronic Patient Record (EPR) system changes or requests to change involving your ICB, please provide the following, for the last 24 months or as close as possible for any item:

1. Business cases and approvals: Copies of any business cases, approval papers, or decision records held by the ICB relating to EPR system changes by GP practices.
2. Processes and criteria: Any policies, guidance, or frameworks used by the ICB to determine whether a GP practice EPR change is approved, supported, or declined.
3. Funding and support: For each GP EPR system change in scope, copies of any documents or records showing whether the ICB provided funding or support, including where held:
 - i) Amount;
 - ii) Funding source (revenue or capital);
 - iii) Any conditions or restrictions attached.
4. Preferred supplier policies: Any documentation (e.g. lists, catalogues, contractual documents, or policies) showing whether the ICB limits funding or support to specific preferred or approved EPR suppliers, including any preferred supplier lists or contractual constraints.
5. Delayed, paused, or rejected proposals: Records of any EPR change proposals that were delayed, paused, discouraged, or did not proceed, including any documents setting out reasons.
6. Strategy papers and board papers: Copies of any ICB strategy papers, board papers, or internal reports from the last 24 months that reference one or more of the following:
 - i) GP EPR standardisation or convergence;
 - ii) Reducing supplier variation in GP EPRs;
 - iii) Preferred GP clinical system strategy.

Our response to your request:

There have been no GP practice Electronic Patient Record (EPR) system changes in the last 24 months. Although no formal proposals have been submitted, three practices have enquired about changing systems and discussions are ongoing with them about what they wish to do.

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.