

03/06/2026

NN-ICB/26-1596

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 1 May 2026, regarding online consultation systems. 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.

Please find below our response to your request:

Please provide the following information in relation to Online Consultation (OC) systems currently in use across your Integrated Care Board (ICB):

1. The name(s) of the current Online Consultation provider(s) commissioned by your ICB (e.g. for primary care / GP practices).

Accurx Patient Triage.

2. The total annual cost (or total contract value) of each Online Consultation contract, including any implementation, licensing, or support fees.

Initial 6-month contract value (01 October 2025-31 March 2026): £239,200.93 (excl. VAT).

3. The start date and end date of each contract, including any extension options.

As above. The ICB is currently in joint procurement with Lincolnshire and Derbyshire for new one year contract.

4. The number of GP practices or primary care providers covered under each contract.

74 practices.

5. Whether a procurement exercise is planned upon expiry of the current contract(s) and, if so, the anticipated timeline.

This is currently underway and estimated to be complete by month end.

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 Governance and Assurance 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.