

FOINHSD25/1133

NHS Devon

Aperture House
Pynes Hill
Rydon Lane
Exeter
EX2 5AZ

d-icb.foi@nhs.net

Tel: 01392 205205

12 February 2025

Dear

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000.

NHS Devon Integrated Care Board (ICB) is confirming in accordance with Section - (1) (a) of the Act, whether it holds the information requested and (b) is supplying it unless otherwise specified.

NHS Devon can confirm it holds the requested information.

You requested the following information.

I am writing on behalf of Nova Healthcare Solutions which provides support to GP practices regarding clinical letter workflows. This is a request for information under the Freedom of Information Act 2000.

Could you please provide the following information for the GP practices within your Integrated Care Board's area?

- 1. The total number of GP practices in your ICB region**

There are 117 GP practices within the NHS Devon footprint.

- 2. The number of GP practices currently using:**

- 1. EMIS - 22**
- 2. SystmOne - 95**
- 3. Docman – 12**

To explain the figures provided. Docman is not a clinical system, but an add-on for document management. Each practice has EMIS or SystmOne and then some also have Docman.

If possible, we would appreciate a simple breakdown indicating how many practices use each of these systems. Providing this data in an Excel file (or another accessible format) would be ideal.

Satisfaction

We trust this matter has been dealt with to your satisfaction but if there is anything you need clarifying, please do not hesitate to contact the office on 01392 205205 or emailing d-icb.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision or make a complaint, you can write to the office and arrangements will be made for an independent review. You can write directly to the NHS Devon Chief Executive Officer if you prefer using the “contact us” details displayed on the NHS Devon website.

If you remain dissatisfied with the outcome of the independent review, you have the right to appeal again to the Information Commissioner at:
Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Tel: 01625 545 700

Fax: 01625 524 510

Yours sincerely,

**The Freedom of Information Office
NHS Devon Integrated Care Board**