

Reference: FOI.ICB-2425/119

Subject: Primary Care Telephony System

I can confirm that the ICB does hold the information requested; please see responses below:

QUESTION	RESPONSE
1. Please provide a list of GP surgeries within your ICS region that are using a Cloud-based telephony system from a non-framework-approved supplier. (Advanced Telephony Better Purchasing Framework)	All our GP practices in the BNSSG ICB use a cloud based system that are from the NHS framework.
2. Please provide a list of GP surgeries within your ICS region who are using a Cloud-based system with a framework-approved supplier who are approaching the end of their contract term.	A list of GP practices is publicly available as part of the BNSSG ICB contract register: https://bnssg.icb.nhs.uk/library/icb-contracts-register/

The information provided in this response is accurate as of 16 July 2024 and has been approved for release by Dave Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.