

**Reference:** FOI.ICB-2526/458

**Subject:** Virtual, Telephone and Face-to-Face Consultation Services

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

QUESTION	RESPONSE																							
<p>My request covers the period <b>1 April 2024 to the date of this request.</b></p> <p>To assist in identifying the relevant department, this request relates to the digital tools and platforms used by GP practices and NHS trusts in your area for conducting patient consultations by virtual (video), telephone, and online (written/asynchronous) channels, as well as the systems used for managing face-to-face appointment booking. Providers active in this market include, by way of example only: eConsult, AccuRx, PATCHS, Anima Health, Engage Consult, Hero Health, AskMyGP, Klinik, Attend Anywhere, DrDoctor, LIVI, iPlato/myGP, and cloud telephony suppliers on the NHS Advanced Telephony Better Purchasing Framework such as X-on Surgery Connect, Think Healthcare, and Babblevoice. This list is illustrative and not exhaustive; I am interested in whichever providers your ICB area currently uses.</p>																								
<p><u>Section A – Online and Video Consultation Services (Primary Care)</u></p> <p><i>This section concerns online consultation (also known as digital triage or e-consultation) and video consultation platforms provided to GP practices.</i></p> <p>1. The name of each online consultation and/or video consultation platform currently in use by GP practices within your ICB area (for example, eConsult, AccuRx</p>	<table border="1"> <thead> <tr> <th>Provider</th> <th>Number of Practices</th> <th>Level</th> <th>Cost</th> <th>Contract details</th> <th>Procurement</th> </tr> </thead> <tbody> <tr> <td>Accurx</td> <td>34</td> <td>ICB</td> <td>£92,933.75</td> <td>1<sup>st</sup> July 25 – 30<sup>th</sup> June 26 12 month extension option</td> <td>GCloud 14 used. Extension option planned for 26-27</td> </tr> <tr> <td>Anima</td> <td>6</td> <td>Practice</td> <td>£22,226.00*</td> <td>Not known</td> <td>Not known</td> </tr> </tbody> </table>	Provider	Number of Practices	Level	Cost	Contract details	Procurement	Accurx	34	ICB	£92,933.75	1 <sup>st</sup> July 25 – 30 <sup>th</sup> June 26 12 month extension option	GCloud 14 used. Extension option planned for 26-27	Anima	6	Practice	£22,226.00*	Not known	Not known					
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<p>Triage, PATCHS, Anima Health, Engage Consult, Hero Health, AskMyGP, Klinik, Sensely AskFirst, or other).</p> <p>2. For each platform identified in question 1:</p> <ol style="list-style-type: none"> <li>The approximate number of GP practices currently using the platform.</li> <li>Whether the platform was procured at ICB level (or former CCG level) or by individual practices.</li> <li>The current annual cost or contract value to the ICB (or, if not held centrally, an indication that the cost is borne at practice level).</li> </ol> <p>3. The contract start date, end date, and any available extension periods for each platform.</p> <p>4. Whether a procurement or re-procurement exercise is planned and, if so, the approximate date or financial year and which (if any) framework was used for the procurement (e.g. GCloud 14).</p>	<table border="1"> <tr> <td>AskMyGP</td> <td>7</td> <td>Practice</td> <td>£22,237.00*</td> <td>Not known</td> <td>Not known</td> </tr> <tr> <td>eConsult</td> <td>16</td> <td>ICB</td> <td>£64,262.55</td> <td>1<sup>st</sup> July 25 – 30<sup>th</sup> June 27 12 month extension option</td> <td>GCloud 14 used. Unsure beyond current contract.</td> </tr> <tr> <td>Footfall / Silicon</td> <td>1</td> <td>Practice</td> <td>£3,181.50*</td> <td>Not known</td> <td>Not known</td> </tr> <tr> <td>Klinik</td> <td>8</td> <td>Practice</td> <td>£36,773.25*</td> <td>Not known</td> <td>Not known</td> </tr> </table>	AskMyGP	7	Practice	£22,237.00*	Not known	Not known	eConsult	16	ICB	£64,262.55	1 <sup>st</sup> July 25 – 30 <sup>th</sup> June 27 12 month extension option	GCloud 14 used. Unsure beyond current contract.	Footfall / Silicon	1	Practice	£3,181.50*	Not known	Not known	Klinik	8	Practice	£36,773.25*	Not known	Not known
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<p><u>Section B – Video Consultation Services (Secondary Care)</u></p> <p><i>This section concerns video or virtual consultation platforms commissioned for use in NHS trusts and secondary care providers within your ICB area, to the extent that this information is held by the ICB.5.</i></p> <p>For each hospital linked to your organisation:</p> <ol style="list-style-type: none"> <li>Which EPR system is being used (e.g. Cerner/EPIC/Allscripts/SystmOne/Meditech)</li> <li>Which video consultation solution(s) are being used (e.g. Attend Anywhere, AccuRx, DrDoctor, MS Teams, Zoom)</li> </ol>	<p>The ICB does not hold this information. We advise you to contact the Acute Trusts directly, as follows:</p> <p>North Bristol NHS Trust (NBT): <a href="https://www.nbt.nhs.uk/about-us/information-governance/freedom-information/request-information">https://www.nbt.nhs.uk/about-us/information-governance/freedom-information/request-information</a> <a href="mailto:FOIArequests@nbt.nhs.uk">FOIArequests@nbt.nhs.uk</a></p> <p>University Hospitals Bristol and Weston NHS Foundation Trust (UHBW): <a href="https://www.uhbw.nhs.uk/p/how-we-use-your-">https://www.uhbw.nhs.uk/p/how-we-use-your-</a></p>																								

\*Practices that choose a different supplier to the ICB procured solutions receive a reimbursement of 25p per registered population.

3. For each platform identified:
  - a. Whether the platform was procured at ICB level, ICS level, or by individual NHS trusts.
  - b. The current annual cost or contract value to the ICB, if held.
  - c. The contract end date, any planned re-procurement date (if known), and which (if any) framework was used for the procurement (e.g. GCloud 14).

The number of hospitals, sites, or departments that have formally initiated a project to migrate to an alternative system during this period.

4. The number of those migrations currently in progress or completed, including:
  - the system migrated from
  - the system migrated to
5. Any proposals or requests to replace or upgrade your video consultation platform, including:
  - i. whether a review of existing tools has taken place
  - ii. whether alternative platforms have been shortlisted, trialled, or procured
6. The number of migration or replacement requests (EPR or video consultation) that were declined, deferred, or significantly delayed, and the reasons provided.

[data/freedom-of-information-foi-requests /](#)  
[FreedomOfInfo@uhbw.nhs.uk](mailto:FreedomOfInfo@uhbw.nhs.uk)

Section C – Telephony and Telephone Consultation Services

*This section concerns cloud-based telephony and telephone consultation systems provided to GP practices, including those procured under the NHS Advanced Telephony Better Purchasing Framework.*

1. The name of each cloud telephony or advanced telephony platform currently in use by GP practices within your ICB area (for example, X-on Surgery Connect, Think Healthcare, Babblevoice, Redcentric, Smart Healthcare, NCS Gamma PatientSmart, Wavenet, or other).
2. For each telephony platform identified:
  - a. The approximate number of GP practices currently using the platform.
  - b. Whether the platform was procured at ICB level or by individual practices.
  - c. The current annual cost or contract value to the ICB (or, if not held centrally, an indication that the cost is borne at practice level).
3. The contract start date, end date, and any available extension periods for each telephony platform.
4. Whether a procurement or re-procurement exercise for telephony services is planned and, if so, the approximate date or financial year.
5. Which (if any) framework was used for the procurement (e.g. GCloud 14).

All telephony has been procured at individual practice level and the ICB does not have a record of suppliers or associated costs. The ICB is aware that the majority of our practices use X-on Surgery Connect for telephony, other suppliers include Daisy, MPS and Yo Telecom.

**Section D – Face-to-Face Appointment Booking and Patient Communication**

*This section concerns digital platforms used to manage face-to-face appointment bookings and patient communication (e.g. SMS reminders, self-booking links), distinct from the online consultation tools covered in Section A.*

1. The name of each appointment booking, patient communication, or patient engagement platform currently in use by GP practices within your ICB area, where this is separate from the clinical system's built-in functionality (for example, iPlato/myGP, Hero Health, Zesty, or other).
2. For each platform identified:
  - a. The approximate number of GP practices currently using the platform.
  - b. The current annual cost or contract value to the ICB, if held.
  - c. The contract end date and any planned re-procurement date, if known.
  - d. Which (if any) framework was used for the procurement (e.g. GCloud 14).

Accurx Booking	72	ICB	£267,592.80	1 <sup>st</sup> July 25 – 30 <sup>th</sup> June 26 12 month extension option	GCloud 14 used. Extension option planned for 26-27
Accurx Messaging	72	ICB	£267,592.80	1 <sup>st</sup> July 25 – 30 <sup>th</sup> June 26 12 month extension option	GCloud 14 used. Extension option planned for 26-27

The ICB has purchased Accurx booking and messaging for all BNSSG practices to use.

**Section E – Summary Expenditure (only if readily available)**

*This question is included for convenience. If responding would exceed the cost limit, please disregard this section; the answers to Sections A–D remain my primary request.*

1. The total approximate annual expenditure by the ICB on digital consultation and communication tools across all categories above (online consultation, video consultation,

Details are included above for the costs incurred by the ICB for 2025-26 totalling £692,381.90

For the 2024/25 financial year, through the Primary Care portfolio, BNSSG ICB spent £996,130 on Online Tools.

telephony, and appointment booking/patient communication) for the most recent complete financial year for which figures are available.	
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***The information provided in this response is accurate as of 17 April 2026 and has been approved for release by Jenny Bowker, Deputy Director of Performance Delivery, Primary Care and Children’s Services for NHS Bristol, North Somerset and South Gloucestershire ICB.***