

Reference: FOI.ICB-2627/048

Subject: Online Consultation Systems

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

QUESTION	RESPONSE
1. The name(s) of the current Online Consultation provider(s) commissioned by your ICB (e.g. for primary care / GP practices).	Accurx and eConsult
2. The total annual cost (or total contract value) of each Online Consultation contract, including any implementation, licensing, or support fees.	Accurx - £92,933.75 eConsult - £64,262.55
3. The start date and end date of each contract, including any extension options.	Accurx – 1 st July 25 – 30 th June 26 (12 month extension option) eConsult - 1 st July 25 – 30 th June 27 (12 month extension option)
4. The number of GP practices or primary care providers covered under each contract.	Accurx - 34 eConsult - 16
5. Whether a procurement exercise is planned upon expiry of the current contract(s) and, if so, the anticipated timeline.	The ICB is planning to enact the extension period for the Accurx contract for 12 months following the initial contract term. With the ICB restructuring and clustering we are unsure of plans beyond that at this point.

The information provided in this response is accurate as of 12 May 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.