NHS
Cornwall and Isles of Scilly

Freedom of Information Act 2000
NHS Cornwall and Isles of Scilly Integrated Care Board's response to information request

Date request received: 01 September 2026
FOI ref: 108360
Date response sent: 18 September 2026

Requested information

Please could you provide the supplier name and product name for the following technology systems currently used, commissioned, contracted for, or provided across the ICB and/or GP practices within the ICB area, as applicable:

- GP - Document Management
- GP - Digital Triage
- GP - Patient Communication
- GP - Clinical Decision Support
- ICB - Shared Care Record
- ICB - Population Health Management

Please note:

- For categories prefixed "GP", please provide the system(s) used or made available to GP practices within the ICB area. If different products are used by different practices, please list each supplier and product known to the ICB.
- For categories prefixed "ICB", please provide the system(s) used, commissioned or contracted for by the ICB.
- If any of the above categories are delivered as a module within another system, please provide the parent system name with the label "parent" appended.
- If there is no system in use for any category, please state "not used".
- If more than one product is used for a single category, please list each supplier name and product name for that category.

I would be grateful if the response could be provided in a table with the following columns:

- Category
- Supplier name(s)
- Product name(s)

Notes, if applicable

Response

Please could you provide the supplier name and product name for the following technology systems currently used, commissioned, contracted for, or provided across the ICB and/or GP practices within the ICB area, as applicable:

- GP - Document Management – **Docman**
- GP - Digital Triage – **Accurx Patient Triage, Klinik, eConsult, Silicon Practice Footfall**
- GP - Patient Communication – **AccuRx, BT SMS gateway**
- GP - Clinical Decision Support – **Prescribing Services Eclipse Live**
- ICB - Shared Care Record – **Orion Devon and Cornwall Care Record**
- ICB - Population Health Management – **Brave AI and The Joy App**

Please note:

- For categories prefixed "GP", please provide the system(s) used or made available to GP practices within the ICB area. If different products are used by different practices, please list each supplier and product known to the ICB.
- For categories prefixed "ICB", please provide the system(s) used, commissioned or contracted for by the ICB.
- If any of the above categories are delivered as a module within another system, please provide the parent system name with the label "parent" appended.
- If there is no system in use for any category, please state "not used".
- If more than one product is used for a single category, please list each supplier name and product name for that category.

I would be grateful if the response could be provided in a table with the following columns:

- Category
- Supplier name(s)
- Product name(s)
- Notes, if applicable

Category	Supplier Name	Product Name	Notes
GP Document Management	**Advanced**	**Docman**	
GP Digital Triage	**AccuRx** **Klinik Healthcare** **eConsult** **Silicon Practice**	**Patient Triage** **Klinik** **eConsult** **Footfall**	
GP Patient Communication	**AccuRx** **BT/EE Ltd**	**SMS Plus** **SMS Gateway**	
GP Clinical Decision Support	**Prescribing Services**	**Eclipse Live**	
ICB - Shared Care Record	**Orion**	**Devon and Cornwall Care Record**	
ICB – Population Health Management	**Brave Software** **Pungo Ltd**	**Brave AI** **The Joy App**	

Attachment(s)

None