

Our Reference North East and North Cumbria
ICB\FOI ICB792

[NECS – John Snow House](#)
Durham University Science Park
Durham
DH1 3YG

Tel: 0191 301 1300
E-mail: necsu.icbfoi@nhs.net

11 March 2024

By Email

Dear Applicant

Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)

Thank you for your request received by North of England Commissioning Support (NECS) on 26 February 2024 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

Your Request

NHS England does not hold the data requested and suggested that as ICBs commission 111 calls you may hold the information I request.

Please can you share with me information on the number of patients calling NHS 111 for the following conditions-

- Back Pain
- Chronic obstructive pulmonary disease (COPD)
- Falls (due to frailty or age)

I would like to see data going back for the last 5 years please.

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested.

See below response (with caveats) for North East Ambulance Service provided 111 service:

Condition	2019	2020	2021	2022	2023	Grand Total
<i>Back Pain</i>	52,431	73,660	61,417	63,680	71,427	322,615
<i>Chronic obstructive pulmonary disease (COPD)</i>	34,143	18,551	15,486	22,070	22,961	113,211
<i>Falls (due to frailty or age)*</i>	2,378	2,625	2,108	2,538	3,767	13,416

<i>Please see below the symptom groups that have been categorised into each condition.</i>		
Symptom Group	Condition	Caveat
<i>Abdominal, Flank, Groin or Back Pain or Swelling</i>	<i>Back Pain</i>	
<i>Chest and Upper Back Pain</i>	<i>Back Pain</i>	
<i>Chest or Upper Back Injury, Blunt</i>	<i>Back Pain</i>	
<i>Chest or Upper Back Injury, Penetrating</i>	<i>Back Pain</i>	
<i>Lower Back Injury, Blunt</i>	<i>Back Pain</i>	
<i>Lower Back Injury, Blunt, Pregnant</i>	<i>Back Pain</i>	
<i>Lower Back Injury, Penetrating</i>	<i>Back Pain</i>	
<i>Lower Back Injury, Penetrating, Pregnant</i>	<i>Back Pain</i>	
<i>Lower Back Pain</i>	<i>Back Pain</i>	
<i>Lower Back Pain, Pregnant, Over 20 weeks</i>	<i>Back Pain</i>	
<i>Breathing Problems, Breathlessness or Wheeze</i>	<i>Chronic obstructive pulmonary disease (COPD)</i>	
<i>Cough</i>	<i>Chronic obstructive pulmonary disease (COPD)</i>	
<i>Falls or Faints Without Injury</i>	<i>Falls (due to frailty or age)</i>	Criteria only includes Age 65+
<i>Falls Without Injury</i>	<i>Falls (due to frailty or age)</i>	Criteria only includes Age 65+
<i>Frailty, On Floor, Chest Back Abdomen or Flank Injury</i>	<i>Falls (due to frailty or age)</i>	
<i>Frailty, On Floor, Head Facial or Neck Injury</i>	<i>Falls (due to frailty or age)</i>	
<i>Frailty, On Floor, Lower Limb Injury</i>	<i>Falls (due to frailty or age)</i>	
<i>Frailty, On Floor, Upper Limb Injury</i>	<i>Falls (due to frailty or age)</i>	

NENC ICB does not hold the information for North West Ambulance Service so you will need to redirect your request to them for a response via their website at <https://www.nwas.nhs.uk/contact-us/foi/>

In accordance with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.org.uk

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 www.legislation.gov.uk . This will not affect your initial information request.

Yours sincerely

Pamela Coxon

Pamela Coxon
Information Governance Officer