

Our Reference North East and North Cumbria ICB\
FOI ICB 24–386

NECS – John Snow House
Durham University Science Park
Durham
DH1 3YG

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

By Email

16 January 2025

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 7 January 2025 for information held by NHS North East and North Cumbria Integrated Care Board (the ICB) under the provisions of the Freedom of Information Act 2000.

The ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

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

Your Request

I am writing to formally request information under the Freedom of Information Act 2000. I would be grateful if you could provide details in line with the questions outlined below relating to:

- 24/7 dedicated palliative and end of life care single point of access telephone advice lines, and
- urgent community response services, within your Integrated Care System (ICS).

24/7 dedicated palliative and end of life care single point of access telephone advice/support/help line¹

1. As of 7 January 2025, does your ICS have a dedicated palliative and end of life care (PEoLC) single point of access (SPoA) telephone advice/support/help line? (Yes/No)
2. If yes to question 1, is there more than one service provided? (Yes/No)
 - *If yes to question 1, please complete the following table as completely as you can.*
 - *If yes to question 2, please complete the table for each separate service.*

3. Who is the contracted lead provider of the service?	<i>Free text</i>
4. When was the service established?	<i>Free text</i>
5. Is it available to patients and carers?	<ul style="list-style-type: none"> • Yes • No
6. Is it available for people not previously known to palliative care services (eg not on the supportive palliative care register)?	<ul style="list-style-type: none"> • Yes • No
7. Is it available to all health and care professionals (ie GPs/district nurses, care home staff, ambulance staff)?	<ul style="list-style-type: none"> • Yes • No • Partial – <i>Free text</i>
8. What is the makeup of the team involved in responding to the telephone calls? Please select all that apply.	<ul style="list-style-type: none"> • Healthcare Assistant • Registered Nurse • Clinical Nurse Specialist • Doctor • Other – <i>Free text</i>
9. Are any members of the team involved in responding to the telephone calls trained prescribers?	<ul style="list-style-type: none"> • Yes • No • Sometimes – <i>Free text</i>
10. What type of access to patient health records do the team responding to the telephone calls have? Please select all that apply.	<ul style="list-style-type: none"> • Advance care planning information • Summary patient record • Full patient record • Other – <i>Free text</i>
11. What age range is covered by the service?	<ul style="list-style-type: none"> • All ages • Adults only • Children and young people only
12. What % (estimate) of the ICS's geography does it cover?	%
13. If answer to question 12 is less than 100%, please provide detail on what areas are not covered.	<i>Free text</i>
14. What are the hours of operation?	<i>Free text</i>
15. What are the days of operation? Please select all that apply.	<ul style="list-style-type: none"> • Weekdays • Weekends • Bank holidays • Other – <i>Free text</i>
16. How is the service funded? Please select all that apply.	<ul style="list-style-type: none"> • ICB • Local Authority • Charity • Other – <i>Free text</i>
17. What type of support can the service provide to callers (eg advice, emotional support, psychological support, signposting, triaging, organising home visits, prescribing, referral to other services, follow-up, bereavement support)?	<i>Free text</i>
18. Please share any relevant links for more information, if available.	<i>Free text</i>

Urgent community response

1. As of 07 January 2025, is your ICS operating a 2-hour urgent community response (UCR) service across the ICS meeting the minimum required operating hours (8:00am-8:00pm, 7 days/week)? (Yes/No)
2. If yes to question 1, does the UCR service operate extended hours (ie outside of 8:00am-8:00pm)? (Yes/No)
3. If yes to question 2 please provide details on the hours of operation. (Free text)
4. If no to question 2, has the ICB commissioned a separate service to provide out-of-hours UCR services (eg wrap around) for people with palliative and end of life care needs? (Yes/No)
5. If yes to question 4, please provide the name(s) of the providers operating the separate service(s). (Free text)

As these two topics interrelate, I have sent them in a single request; however, do let me know if it would be preferable to send these as separate requests.

Thank you in advance for your assistance. I look forward to your response.

¹ Per the Health and Care Act 2022, Integrated Care Boards have a legal duty to commission palliative care services to meet local population needs and ensure that people can access and receive high quality personalised care and support near and at the end of life. [Statutory guidance from NHS England to ICBs](#) for carrying out this legal duty includes 24/7 access as a core principle, and [NICE guideline NG142](#) on end of life care for adults recommends that “adults approaching the end of their life, their carers and other people important to them should have access to...an out-of-hours end of life care advice line.” These telephone lines are distinct from generic telephone advice lines, such as NHS 111, in that they provide specialist palliative support, although there are known service models for these dedicated palliative phone lines which route callers to the service via NHS 111.

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested. However, we have determined that the information is held by the acute hospital NHS foundation trusts (FTs) within the North East and North Cumbria region.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI email addresses for those acute hospitals to make your request.

NENC Acute Hospital FTs	Email
County Durham and Darlington NHS FT	cdda-tr.cddftfoi@nhs.net
Gateshead Health NHS FT	ghnt.foi.enquiries@nhs.net
North Cumbria Integrated Care NHS FT	foirequest@cumbria.nhs.uk
North Tees and Hartlepool NHS FT	foi@nth.nhs.uk
Northumbria Healthcare NHS FT	foi@northumbria.nhs.uk
South Tees Hospitals NHS FT	foi@stees.nhs.uk
South Tyneside and Sunderland NHS FT	stsft.freedomofinformation@nhs.net
The Newcastle upon Tyne Hospitals NHS FT	nuth.freedom.information@nhs.net

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

S Davies

S Davies
Information Governance Officer