



# North East and North Cumbria

Our Reference SD\North East and North  
Cumbria ICB\FOI ICB274

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

Tel: 0191 301 1300  
E-mail: [necsu.icbfoi@nhs.net](mailto:necsu.icbfoi@nhs.net)

27 March 2023

Dear

## **Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board**

Thank you for your request received by North of England Commissioning Support (NECS) on 13 March 2023 for information held by NHS North East and North Cumbria Integrated Care Board (ICB) under the provisions of the Freedom of Information Act 2000.

For information Clinical Commissioning Groups ceased to exist on 30 June 2022. Services that were previously delivered by the CCG are now being delivered by the successor organisation NHS North East and North Cumbria (ICB). This covers the areas of County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley.

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

### **Request**

- 1) The number of overnight and weekend shifts in 2022 at any of your out of hours providers in which no GP was on duty.
- 2) The number of patients covered by the out of hours provider where there was no GP on duty for at least one shift in 2022.
- 3) What advice was provided to patients during shifts where no GP was on duty in 2022?
- 4) The number of overnight and weekend shifts in 2022 at any of your out of hours providers in which just one GP was on duty.
- 5) The number of patients covered by the out of hours providers where there was just one GP on duty for at least one shift in 2022.

### **Response**

Please see the responses below from each individual ICB sub locality in the North East and North Cumbria. We would advise that you redirect your query to each individual Out of Hours service provider using the email addresses provided in the responses.

### County Durham

This query should be redirected to Out of Hours (OOH) providers. The OOH provider for County Durham area, is County Durham & Darlington NHS FT and their email address is [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

### Newcastle Gateshead

For Newcastle Vocare provide the Out of Hours Service. Please redirect the query to them, via [contact.totallyurgentcare@nhs.net](mailto:contact.totallyurgentcare@nhs.net)

For Gateshead, the OOH service (GatDoc) is provided by CBC Health Ltd. Please redirect the query to them, by emailing [cbchealth.contactus@nhs.net](mailto:cbchealth.contactus@nhs.net)

### North Cumbria

- 1) Zero
- 2) Zero
- 3) Zero
- 4) Zero
- 5) Zero

### North Tyneside

This query should be redirected to OOH providers. For North Tyneside, this is Northumbria Healthcare NHS FT, who subcontract to Vocare. The email contact for Northumbria Healthcare is [foi@northumbria.nhs.uk](mailto:foi@northumbria.nhs.uk)

### Northumberland

This query should be redirected to OOH providers. For Northumberland, this is Vocare. The email contact for Vocare is [contact.totallyurgentcare@nhs.net](mailto:contact.totallyurgentcare@nhs.net)

### South Tyneside

This query should be redirected to OOH providers. For South Tyneside, this is North East Ambulance Service; their email is [publicrelations@neas.nhs.uk](mailto:publicrelations@neas.nhs.uk)

### Sunderland

This query should be redirected to OOH providers. For Sunderland, this is Vocare. The email contact for Vocare is [contact.totallyurgentcare@nhs.net](mailto:contact.totallyurgentcare@nhs.net)

### Tees Valley

This query should be directed to OOH providers. For Tees Valley, these are the acute hospital trusts and their email contacts are listed below:

County Durham & Darlington NHS FT	<a href="mailto:cdda-tr.cddftfoi@nhs.net">cdda-tr.cddftfoi@nhs.net</a>
North Tees & Hartlepool NHS FT	<a href="mailto:foi@nth.nhs.uk">foi@nth.nhs.uk</a>
South Tees Hospitals NHS FT	<a href="mailto:foi@stees.nhs.uk">foi@stees.nhs.uk</a>

In line 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 make a complaint or 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 complaint, you may apply directly to the Information Commissioner for a decision. 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.gov.uk](http://www.ico.gov.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](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*S Davies*

**S Davies**  
**Information Governance Officer**