

Our Reference North East and North Cumbria ICB\
FOI ICB 25-341

North East and North Cumbria ICB
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By Email

5 December 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 on 1 December 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, 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.

Your Request

1. Does NHS North East and North Cumbria ICB possess and/or have access to data relating to reports of patient safety, i.e. STEIS, NRLS, LFPSE, PSIRF, (via Datix or other systems) from NHS Trusts and bodies delivering NHS services (i.e. Primary Care) on the respective patch?
2. If so, how and at what frequency does it obtain this information and data, i.e., is it provided automatically to the ICB, or requested from NHS England, or from each of the individual bodies providing NHS services on the patch?
3. If the ICB does possess this information, how is it interrogated and what is it used for?
4. Does the ICB possess details on the quantity of occurrences of speaking-up from within NHS Trusts and other bodies delivering NHS services (i.e. Primary Care) operating on the respective patch?
5. If the ICB does have this information, does it correlate this in a standardised consistent fashion, with any other patient safety data relating to these same bodies?

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information requested.

1. Yes, NHS North East and North Cumbria ICB possess and has access to data relating to reports of patient safety from NHS Trusts and bodies delivering NHS services.
2. Details on source and frequency of data receipt are shown in the table below.

Source	How is incident data obtained	Frequency
StEIS	Notifications are sent when an incident is added to StEIS, and reports can be created and run from the site.	As required
LFPSE	Manual trawl, currently reports are limited but monthly downloads are available.	Reviewed daily/ Monthly downloads
Ulysses (system used by ICB to manage patient safety incidents from various sources, e.g. GP practices.)	Reports can be run from the database.	As required
National Data , e.g. national surveys, patient experience surveys, prevention of future death reports.	Manual review of final national and individual provider reports. On occasion raw data is provided.	As required following publication

3. Data from the above systems and other sources, e.g., provider meetings, are routinely monitored, reviewed, and collated to provide qualitative and quantitative data to identify trends and themes, and provide a comparison with previous performance on an individual provider and/or regional level. Where available, learning from this data is also monitored, reviewed, and collated.

The data is interrogated using Excel and, in some instances, Copilot. The results of these reviews are incorporated into routine and ad hoc reports within the ICB for information, to support commissioning monitoring/compliance, and support service development. Where necessary and appropriate, information from these sources is escalated internally and to the wider NHS. As part of the approach to data the information is also considered alongside the F2SU reports/information that is obtained through attendance at various provider quality committees or incident data is accessed when we become aware of any concern raised as part of our intelligence triangulation.

4. Yes, the ICB does possess details on the quantity of occurrences of speaking-up from within NHS Trusts and other bodies delivering NHS services (i.e. Primary Care).
5. Please refer to the response to question 3. Data is triangulated both qualitative and quantitatively.

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 Information 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 ICB's complaints procedure.

The Information Commissioner can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or 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 faithfully

Information Governance Support Officer

Information Governance Support Officer
North East and North Cumbria Integrated Care Board