

Our Reference North East and North Cumbria ICB\
FOI ICB 24-438

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

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

By Email

26 February 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 11 February 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

We use the term 'workplace wellbeing' to cover a broad range of strategies, from promoting wellbeing to supporting individuals with specific mental health problems. We are interested in the wellbeing schemes and initiatives provided to **all staff working within general practices** in your ICB. This includes staff groups such as (but not limited to) general practitioners (including partners), practice managers, Additional Roles Reimbursement Scheme (ARRS) funded roles, practice nurses, and administrative staff.

1.0 Demographic information – Location:

- 1.1 Which NHS region is your ICB located within?
- 1.2 Which ICB do you represent?

2.0 Demographic information – Identity:

- 2.1 Please provide your details
- 2.2 Please provide details (if different to the above) of the person with responsibility for the wellbeing of general practice staff in your ICB, including responsibility for the ICB's general practice staff wellbeing strategy (or similar)

3.0 Core questions – Wellbeing strategy:

- 3.1 Does your ICB have a general practice staff wellbeing strategy (or similar)?
- If so, please provide details of this document (e.g. a link)
- 3.2 Is wellbeing for general practice staff part of the business plan (or similar) of your ICB?
- If so, please provide details
- 3.3 Please provide a list of wellbeing services available to **staff in general practices** within your ICS (please include all staff groups, including GP partners), and for each service please provide:
- The name of the service
 - The individual or organization delivering it
 - Whether this service is national, regional, or local. If regional or local, please specify the area covered
 - The staff group or specific population the service targets (if applicable)
 - A website for the service (if applicable)
- 3.4 Is there any further information you wish to provide on your ICB's approach to the wellbeing of general practice staff?

4.0 Metrics:

- 4.1 Do you collect data on the workplace wellbeing of staff within general practices in your ICS?
- If so, is this process undertaken by the ICB or a different organisation (please specify)?
 - By what method/s is this information gathered?
 - Which metrics or indicators are used to measure workplace wellbeing amongst staff?
 - How often does each process occur?
- 4.2 Are general practice staff within your ICS consulted on their workplace wellbeing needs?
- If so, is this process undertaken by the ICB or a different organization (please specify)?
 - By what method/s is this information gathered?
 - Which metrics or indicators are used to measure staff needs?
 - How often does each process occur?
- 4.3 Is there any further information you wish to provide on your ICB's approach to gathering data on wellbeing amongst staff working in general practice?

5.0 General:

- 5.1 If there is anything further you would like to add to your answers, please do so below.

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.

- 1.0 North East and North Cumbria Integrated Care Board (NENC ICB) is based in the North East and North Cumbria.
- 2.0 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 individual General Practices within the North East and North Cumbria region.

For your reference, a list of practices is available on the NHS Digital website: [GP and GP practice related data – NHS England Digital](#) The GP Practices full file name is **epraccur** and NENC ICB's Organisation Data Service (ODS) code is **QMH**.

- 3.0 NENC ICB is not responsible for the provision of wellbeing services to General Practices which fall within the ICB footprint. Please redirect your questions, as per the response to question 2.0.
- 4.0 For questions 4.1 to 4.3, please refer to the response to question 2.0.
- 5.0 Please refer to the response to question 2.0.

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