

Our Reference     North East and North Cumbria ICB\  
FOI ICB 24-433

**NECS – John Snow House**  
Durham University Science Park  
Durham  
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By Email

28 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 6 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**

I am requesting the following information under the Freedom of Information Act 2000:

1. How many complaints have you received from patients related to continuity of care for each calendar year for the past 3 years?
2. Can you break them down by:
  - a. Whether the complaint was made concerning the transfer of Electronic Health Records between GP practices.
  - b. Whether the complaint was made over care at a university-affiliated medical centre in the area covered by this ICB.

**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.

[www.northeastnorthcumbria.nhs.uk](http://www.northeastnorthcumbria.nhs.uk) 

NorthEastandNorthCumbriaNHS 

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You might wish to redirect your request to Primary Care Support England (PCSE) which manages the transfer of medical records or by contacting the university-affiliated medical centres directly. Contact details are noted below:

Telephone: Customer Support Centre: 0333 014 2884  
Email: [pcse.accessrequests@nhs.net](mailto:pcse.accessrequests@nhs.net)  
Post: Arlington Business Centre  
Millshaw Park Lane  
Leeds  
West Yorkshire  
LS11 0NE  
Website: <https://pcse.england.nhs.uk/contact-us/>

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](http://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](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*S Davies*

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