

Our Reference North East and North Cumbria ICB\
FOI ICB 25–292

North East and North Cumbria ICB
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By Email

28 October 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 22 October 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

I am writing to make a request under the Freedom of Information Act 2000.

1. Please can you provide me with the following information relating to telecoms contracts held by commissioned services or practices that fall under the remit of your ICB:
2. Please can you provide the names of the telecoms providers currently used by commissioned services or practices that fall within the remit of your ICB.
3. Please provide the names of the leasing company involved if applicable
4. For each of the commissioned services or practice, please state:
 - a. Whether they have a lease hire agreement with a third party for their telecoms services.
 - b. For the Jan 2025 – July 2025 period, the average cost paid each month to the telecoms company and any lease company by each commissioned service or practice that fall within the remit of your ICB. Please also provide a total cost paid across the whole period.
 - c. The number of VoIP licences provided by the telecoms provider.
 - d. Whether they have paid early exit fees to be freed from telecoms contracts in the period of Jan 2024 to Jan 2025 and if so the amount.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in section 12, please provide advice and assistance under your Section 16 obligations, as to how I can refine my request to be included in the scope of the act.

www.northeastnorthcumbria.nhs.uk 

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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 individual GP practices within the North East and North Cumbria region.

GP practices are independent contractors, and the telephony contracts are between those individual organisations and their respective telephony suppliers. As such the ICB does not maintain a central register of this information.

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 for your reference, NENC ICB's Organisation Data Service (ODS) code is **QMH**.

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**