

Our Reference North East and North Cumbria ICB\
FOI ICB 25–114

North East and North Cumbria ICB
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB

Tel: 0191 512 8484
E-mail: nencicb.foi@nhs.net

By Email

8 July 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 25 June 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

Under the Freedom of Information Act 2000, I am requesting the following information relating to Park Surgery, One Life Centre, Linthorpe Road, Middlesbrough, TS1 3QY. For each of the following time periods, please provide:

1. The number of formal complaints received.
2. The number of complaints resolved or closed.
3. The number of complaints escalated to a second stage or to the Parliamentary & Health Service Ombudsman (PHSO).
4. A summary of the nature or category of each complaint (e.g., access to appointments, clinical care, staff conduct, delay in treatment, medication errors, etc.).
5. If applicable, any instances where data has been withheld (e.g., for low numbers that risk identifying individuals) and the reason for redaction.

Time periods requested:

- Past 12 months (24 June 2024 – 23 June 2025)
- Past 24 months (24 June 2023 – 23 June 2025)
- Past 36 months (24 June 2022 – 23 June 2025)

- Past 48 months (24 June 2021 – 23 June 2025)
- Past 60 months (24 June 2020 – 23 June 2025)

If possible, please present this information in a tabular or spreadsheet format, with complaints grouped by year and by category/type.

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.

Please note the information provided is from the timescales of 1 July 2023 to 30 June 2025 as the ICB did not have responsibility for Primary Care Complaints until 1 July 2023.

1. Three formal complaints were received.
2. Three complaints were closed.
3. No complaints were escalated to a second stage or to the Parliamentary & Health Service Ombudsman (PHSO).
4. Two complaints were due to clinical care and one complaint was due to staff conduct and delay in treatment.
5. There are no instances where data has been withheld.

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 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**