

Our Reference     North East and North Cumbria ICB\  
FOI ICB 24–345

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By Email

19 December 2024

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 16 December 2024 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**

My request focuses on data and resources pertaining to GP surgeries over the last three years, ideally emphasizing the most recent full year. Please find the revised details below:

1. Historical Trends

- Data on patient inflow and demand across GP surgeries, ideally broken down by month or year, for the last three years.
- Patterns of appointment scheduling during this period, including:
  - Types of appointments (e.g., face-to-face, teleconsultation).
  - Statistics on no-show rates or missed appointments.

2. IT Adoption Metrics

- Details on the adoption and usage of IT systems in GP surgeries over the last three years, including:
  - Specific software or systems used for appointment scheduling and resource allocation.
  - Integration levels with electronic health records (EHRs) or other platforms.
- Any reports or studies assessing the impact of IT systems on scheduling efficiency and resource allocation.

### 3. Resource Allocation

- Metrics related to resource allocation in GP surgeries for the last three years, such as:
  - Staff-to-patient ratios and any trends or changes during this time.
  - Observations on resource efficiency or challenges in allocation.
- Policies or guidelines concerning resource allocation and management within GP surgeries.

### 4. Supporting Documentation

- Evaluations, reports, or case studies produced in the last three years that assess:
  - The effectiveness of IT systems in improving appointment management.
  - Enhancements in patient experience tied to these systems.

If certain information is not available, please confirm its unavailability or suggest an alternative way to access it. I would appreciate receiving any available documents, reports, or datasets in digital format via email.

## **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.

You may find some information on the NHS England website and have provided the link for your reference <https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice>

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**