

Our Reference North East and North Cumbria ICB\
FOI ICB 25–203

North East and North Cumbria ICB
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By Email

27 August 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 20 August 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 formal request for information under the Freedom of Information Act 2000.

This request concerns any and all contracts or service level agreements your Integrated Care Board (ICB) holds with the provider Psychiatry UK Limited (company number: 09727642) for the provision of mental health services, including but not limited to ADHD assessment, diagnostic services, medication titration, and ongoing management.

Given the significant national interest in waiting times for ADHD services and the disparities between privately funded and NHS-funded care pathways within the same providers, I believe transparency in commissioning arrangements is firmly in the public interest.

To understand the nature, scope, and performance management of your commissioning relationship with Psychiatry UK, I request the following information for the most recent complete financial year (2023-2024) and any available data for the current year (2024-2025):

1. Contractual Existence and Scope:

A confirmation of whether this ICB currently holds, or has held in the last 24 months, any contract with Psychiatry UK for clinical services. If yes, please provide the following for each distinct contract:

- a. The official contract title and reference number.
- b. The total contract value.
- c. A description of the services commissioned (e.g., ADHD assessments, Autism assessments, titration, ongoing medication management).
- d. The start and end date (or review date) of the contract.

2. Performance and Wait Time Management:

Copies of the Service Level Agreements (SLAs), Key Performance Indicators (KPIs), or the specific contract schedules that detail:

- a. Wait time targets for each service commissioned (e.g., maximum waiting time from referral to assessment, and from assessment to commencement of titration).
- b. Reporting obligations on Psychiatry UK regarding waiting times, including the format, frequency, and granularity of this data (e.g., whether it is disaggregated by NHS vs. private funding source).
- c. Remedial actions, service credits, or financial penalties applicable for breaches of wait time targets or other performance failures.

3. Performance Data and Monitoring:

The most recent performance report or dashboard submitted by Psychiatry UK to the ICB, showing their performance against the agreed wait time KPIs/SLAs.

Any internal ICB reports, briefings, or meeting minutes from the last 12 months that discuss Psychiatry UK's performance, specifically in relation to managing waiting lists and meeting wait time targets.

4. Patient Pathways:

Any contractual documentation or policy that stipulates how Psychiatry UK must manage its waiting lists, specifically regarding the permissibility or requirement to operate separate waiting lists for NHS-referred patients and privately funded patients for the same clinical service (e.g., medication titration).

I would prefer to receive all information in electronic format via email.

If my request is too broad or unclear, I would be grateful if you could contact me as per your obligations under Section 16 of the Act to provide advice and assistance in refining it.

If any of this information is held by Psychiatry UK on your behalf, please note that under Section 3(2) of the FOI Act, a public authority holds information if it is held by another person on behalf of the authority. I expect you to therefore obtain this information from your contractor in order to respond to this request.

Thank you for your assistance. I look forward to your response within the statutory 20-working day period.

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. NENC ICB has held a contract with Psych-UK Ltd, not the company referenced above. Please also note that the company number does not relate in any way to any Psychiatry UK companies.
 - a. QHM-01H-ST-23-50165
 - b. Indicative contract value £1,078,651.
 - c. ADHD assessments, titration, ongoing medication management and reviews.
 - d. 1 April 2023 to 31 March 2024.
2. In relation to performance and wait time management:
 - a. No wait time targets specified.
 - b. Referral to treatment time submitted monthly in respect of NHS patients only.
 - c. None other than those specified in the NHS standard contract terms and conditions <https://www.england.nhs.uk/publication/shorter-form-nhs-standard-contract-2023-24-particulars-service-conditions-general-conditions/>
3. In relation to performance data and monitoring:
 - a. No wait time KPIs/targets included in the contract
 - b. Nothing in respect of such discussions.
4. There has been nothing agreed to stipulate this.

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**