

Our Reference North East and North Cumbria ICB\
FOI ICB 25–230

North East and North Cumbria ICB
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By Email

25 September 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 15 September 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 writing to request information concerning access to GP appointments for older people (age 75 and over) in North East and North Cumbria, particularly those who are not online.

As the NHS 10-Year Plan outlines a shift toward services being “digital by default,” we are seeking to understand how this is being implemented locally and what steps are being taken to ensure that older adults without internet access are not disadvantaged when accessing primary care services.

Please provide the following information in relation to your ICB area:

1. For GP practices in your area, please indicate the total number of practices in your area and the percentage that offer each of the following booking options to patients:
 - a. Online booking
 - b. Telephone booking
 - c. In-person booking
2. For the period between 1st April 2024 to 31st March 2025, please provide the percentage of patients aged 75 and over who were offered appointments via the following methods:
 - a. In-person

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- b. Online – telephone consultation
 - c. Online – video consultation
3. For those individuals who do not have internet access, particularly older adults, please list the alternative options available to patients to enable them to access GP services?

When submitting your response, it would be helpful if you could also provide details of the service providers/surgeries/practices covered in your area.

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. There are 345 GP practices in the NENC ICB region. All practices offer online, telephone and in-person booking; this is a contractual requirement.
2. 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.

For your reference, access and appointment data by practice for all patients can be found at <https://digital.nhs.uk/data-and-information/data-tools-and-services/data-services/gp-appointments-data?area=dashboards-and-publications>

3. Alternative access options are in-person or by telephone, as per the response to question 1. Patients might also receive support from receptionists to complete online forms if required as part of total triage.

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**. This will allow you to source names and addresses of NENC ICB practices.

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**