

Our Reference North East and North Cumbria ICB\
FOI ICB 25–250

North East and North Cumbria ICB
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By Email

2 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 25 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 further information to better understand how older adults are accessing GP services within your ICB area, particularly in light of the shift towards a "digital by default" approach as part of the NHS 10-year plan.

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

1. Mitigation measures in your ICB

The steps your ICB has taken to ensure that older adults are not disadvantaged by the shift to "digital by default" within the NHS 10-year plan.

2. Examples of good practice

Please provide examples of good practice from GP surgeries in your area that specifically support access for older people, including initiatives to maintain or enhance face-to-face access and ensure they are not adversely affected by the move towards "digital by default".

3. Complaints

Data on the number of complaints submitted in relation to difficulties booking GP appointments in your ICB area between 1 April 2024 and 31 March 2025.

If you know of a GP practice in your area that you believe exemplifies outstanding involvement of older people, we would be grateful if you could share their contact details so we may get in touch with them.

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. In terms of the 'analogue to digital' shift, there hasn't been any planning as the shift related to the NHS 10-year plan, of which delivery guidance or role of ICBs has not been given full attention yet. The North East and North Cumbria Integrated Care System does have a published digital inclusion strategy; this is accessible on the NENC ICB website: [Digital Inclusion Strategy 2024-26](#)
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. However, we have determined that the information is held by GP practices and/or Primary Care Networks within the North East and North Cumbria region.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided links to lists of practices and PCNs to make your request.

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**.

A list of Primary Care Networks is available on the NHS Digital website: [GP and GP practice related data – NHS England Digital](#) The PCN full file name is **epcn** and for your reference, NENC ICB's Organisation Data Service (ODS) code is **QMH**.

3. 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. National data on written complaints in 2023/2024 is publicly available on the NHS Digital website at: [Data on Written Complaints in the NHS – NHS England Digital](#). The data for 2024/25 is due to be published on 16 October 2025.

In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

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**