

Our Reference      North East and North Cumbria ICB\  
FOI ICB 26-048

**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](mailto:nencicb.foi@nhs.net)

By Email

21 May 2026

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 4 May 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**

We are writing to request information under the **Freedom of Information Act 2000**.

We are examining the national use of quality indicators relating to the management of long-term conditions in primary care. Before submitting this request, I conducted a search on published FOI disclosures on your website to the best of my ability and was unable to identify a similar request in the recent years.

I would be grateful if you could provide information on any primary care quality indicators, or metrics, or local performance measures used by your ICB that are not part of the national Quality and Outcomes Framework (QOF). If possible, answering the following questions specifically:

1. Does your ICB currently commission, monitor, or incentivise any primary care quality indicators, metrics, or local performance measures for adults that are not part of the current national Quality and Outcomes Framework (QOF) and are not specific to a single disease?  
*Note: These may include indicators or metrics that are person-centred care, patient experience, patient safety, care coordination, or overall quality of care.*
  - Yes (Proceed to question 2)
  - No (Proceed to question 6)
  - Unclear / other (please specify)

2. If yes, please provide a list of these indicators and for each indicator, where available, please include:
  - The name and brief description / definition
  - The target population or eligibility criteria
  - How are they measured (if applicable please provide numerator and denominator)
  - The frequency of reporting or review (e.g., monthly, quarterly, annually)
3. For the indicators identified above, please describe how and what they are used for:
  - Commissioning
  - Monitoring
  - Quality improvement programmes
  - Research
  - Other purposes (please specify)
4. For the indicators identified above, how are data collected or reported?
  - Electronic health record extraction
  - Manual audit
  - Self-reporting by practices
  - Verbal Surveys / Interviews
  - Written / Online Surveys or forms
  - Other methods (please specify)
5. Who is responsible for reviewing or monitoring these quality indicators (e.g., ICB Quality Committee, System Quality Group, primary care commissioning teams)?
6. Has your ICB previously implemented any primary care quality indicators, metrics, or local performance measures for adults that were not part of QOF and not specific to a single-disease that are no longer in use? (Y/N/Unclear/Other)
  - Yes (Proceed to question 6.1)
  - No (Proceed to question 7)
  - Unclear/other (please specify)

If yes, please provide the name of the indicator and, where available, any documentation describing it.

7. Is your ICB undertaking any current or future work to develop quality care indicators outside nationally mandated QOF? (Yes/No)

If yes, please provide:

- A brief description of the work programme or initiative
- The name of the programme or policy (if applicable)
- Any publicly available documents, strategies, frameworks, or reports describing this work that you could provide a link or copy.

## **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.

## North and North Cumbria, Newcastle and Gateshead, South

1. NENC ICB does not currently commission, monitor, incentivise any primary care quality indicators, metrics, local performance measures for adults that are not part of the current national Quality and Outcomes Framework (QOF) and are not specific to a single disease in these ICB neighbourhoods.
2. Please refer to the response to question 1.
3. Please refer to the response to question 1.
4. Please refer to the response to question 1.
5. Please refer to the response to question 1.
6. No, the ICB has not previously implemented any primary care quality indicators, metrics, or local performance measures for adults that were not part of QOF and not specific to a single-disease that are no longer in use.
7. No, the ICB is not undertaking work to develop quality care indicators outside nationally mandated QOF.

## Central

### *County Durham*

1. Yes, NENC ICB does currently commission, monitor, incentivise any primary care quality indicators, metrics, local performance measures for adults that are not part of the current national Quality and Outcomes Framework (QOF) and are not specific to a single disease.
2. Indicators are:

#### Vaccinations

|                    |            |
|--------------------|------------|
| Adults 65+         | 75% target |
| Pre-school 2-3 yrs | 50% target |
| People with COPD   | 75% target |

#### LD and Serious Mental Illness

|                      |            |
|----------------------|------------|
| LD health checks 14+ | 76% target |
| SMI all ages         | 75% target |

#### Cancer

At least 90% of patients referred within the 2 weeks wait for suspected cancer will receive the appropriate patient information leaflet.

Quality data from clinical systems are used to measure indicators.

3. The indicators identified above are used for monitoring and quality improvement programmes.
4. Data is collected via electronic health record extraction.
5. System partners and primary care commissioning teams are responsible for reviewing or monitoring these quality indicators.
6. The ICB has not previously implemented such primary care quality indicators, metrics, or local performance measures
7. Yes, NENC ICB is undertaking work to develop quality care indicators outside nationally mandated QOF. A regional review is to be conducted, and quality indicators have not been confirmed.

### *South Tyneside and Sunderland*

1. Yes, NENC ICB does currently commission, monitor, incentivise any primary care quality indicators, metrics, local performance measures for adults that are not part of the current national Quality and Outcomes Framework (QOF) and are not specific to a single disease.
2. Each neighbourhood team has a monthly quality assurance process that is undertaken for their local GP practices and a wide range of national & local data intelligence is used to monitor quality including:
  - National GP Dashboard data: GP Access & Experience [GP Patient Survey](#) & [NHS England » Friends and Family Test data](#). Metrics also include appointment availability & emergency care impact.
  - Workforce: includes ratios of GPs, nurses, and admin staff per patient.
  - Clinical Outcomes and Care Quality: covers key clinical outcomes, QOF achievement, and condition-specific measures like diabetes and dementia care.
  - Medicines Management: focuses on prescribing behaviours and optimization opportunities.
  - Screening and Vaccinations: tracks performance in immunization and cancer screening programs.
  - CQC: practices can be assessed against up to 5 key areas\*:
    - Safe
    - Effective
    - Caring
    - Responsive to people's needs
    - Well-led
  - e-Dec: under the GP contract, GP practices must submit an annual return to NHSE in the form of the GP practice self-declaration (eDec) to detail their compliance with the contract.

Local intelligence is also taken into account as part of the Quality & Variation Process.

3. The ICB is responsible for improving care quality and health outcomes for local populations and must do so effectively and consistently within legislative regulations and statutory guidance, as outlined in NHS England's '[Primary Care Commissioning Assurance Framework](#)' and '[NHS Oversight Framework](#)'
4. Data is collected via national data sources.
5. The Local Quality & Variation group is responsible for monitoring quality indicators.
6. The ICB monitors commissioned services from Primary Care but these are specific to the area of commissioning.
7. Yes, NENC ICB is undertaking work to develop quality care indicators outside nationally mandated QOF. The ICB undertakes many programmes of work that improve quality outside of QOF.

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](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 faithfully

*Information Governance Support Officer*

**Information Governance Support Officer  
North East and North Cumbria Integrated Care Board**