NHS
North East and North Cumbria

Our Reference North East and North Cumbria ICB\ FOI ICB 26–323

North East and North Cumbria ICB
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Tel: 0191 535 4288
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By Email

1 October 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 23 September 2026 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 would like to make a freedom of information request about the dental practice Alpha Dental Gosforth, holding contracts with the NHS via the NHS North East and North Cumbria Integrated Care Board.

I can confirm that the request is for NENC ICB, and for information you may hold in relation to the questions asked in the body of the email, and listed below:

1. The number of private and semi-private appointments Alpha Dental Gosforth cancelled due to the client being late over 5 minutes in the last year (23/09/2025-23/09/2026).
2. The number of complaints received in writing or logged over the phone by Alpha Dental Gosforth regarding the incorrect address of the practice shown on Google Maps.

Our Response

1. 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 information on the number of complaints received by Alpha Dental Gosforth, whether

submitted in writing or recorded by telephone. However, we have determined that the information is held by Alpha Dental Gosforth.

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 the contacts details for the practice:

Address: 67 High Street, Gosforth, Newcastle upon Tyne, NE3 4AA
Telephone: 0191 213 2001
Website: https://alphadental.co.uk/gosforth/

2. Please refer to the response to question 1.

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