

Our Reference      North East and North Cumbria ICB\  
FOI ICB 25-329

North East and North Cumbria ICB  
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By Email

25 November 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 14 November 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 request the following information under the Freedom of Information Act 2000 regarding Washington Primary Care Centre (Tyne and Wear).

**1. Current utilisation**

Please provide the utilisation rate of Washington Primary Care Centre over the past three full financial years (2021/22, 2022/23, 2023/24), including:

- Number of patient appointments delivered on site per year
- Breakdown by service area (e.g., wound care, community nursing, podiatry, physiotherapy, GP services, mental health teams, etc.)
- Total clinical rooms available vs. rooms regularly in use

**2. Changes to services**

Please detail:

- a. What services have been removed, reduced, relocated, or significantly changed at Washington Primary Care Centre in the past 10 years
- b. The date the Urgent Care / Walk-In Centre service was withdrawn
- c. The rationale for its removal (commissioning decisions, cost, staffing, demand, etc.)

### 3. Future plans

Please provide:

- a. Any plans, proposals, or discussions (draft or confirmed) relating to:
  - Expanding services
  - Restoring urgent care or same-day walk-in provision
  - Reconfiguring or repurposing the building
- b. Copies of any business cases, consultation documents, or internal assessments relating to the future of the site.

### 4. Financial information

Please provide:

- a. The annual operating cost of Washington Primary Care Centre for each of the past three financial years
- b. Any leases, PFI arrangements, or service contracts associated with running the site
- c. Any value-for-money reviews undertaken relating to the building's utilisation

### 5. Patient access

Please provide:

- a. The estimated population served by Washington Primary Care Centre
- b. The ICB's assessment of how residents of Washington now access urgent or same-day care following the closure of the local walk-in/urgent care service
- c. Any impact assessments conducted at the time of closure

## 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. 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 South Tyneside and Sunderland NHS Foundation Trust 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 the FOI contact for the trust – [stsft@infreemation.co.uk](mailto:stsft@infreemation.co.uk) – to make your request.

2. The service changes are noted in the attached documents. Page 12 of the business case summarises the service provision across the city, which was approved and mobilised, including Washington. The Exec report notes that Washington UCC was decommissioned from July 2019.
3. Please refer to the response to question 1.
4. 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 NHS Property Services.

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 FOI contact for NHS Property Services – [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk) – to make your request. Please write “Freedom of Information” in the subject line.

5. In terms of patient access:

- a. Please refer to the response to question 1.
- b. Residents of the whole city, including those in Washington are able to access urgent/same-day care in the following ways:

- Contact NHS 111 for clinical advice, onward signposting and if necessary booked appointments at their GP practice or the Urgent Treatment Centre on the Sunderland Royal Hospital Site. This may be a same day appointment if clinically warranted. GP Out of Hours services are also accessed via 111 and offer centre visits (at the Sunderland Urgent Treatment Centre), or home visits (where clinically appropriate)
- Telephone or use e-consultation to contact their GP practice. The practice will triage the request and book the patient in to be seen face to face, for a telephone appointment or home visit where clinically appropriate. This may be same day if clinically warranted.
- Community Pharmacies also offer drop in advice, guidance and consultations for some conditions under the Pharmacy First Scheme, including for some conditions that are prescription only.
- Urgent Treatment Centres at Sunderland Royal Hospital and Queen Elizabeth Hospital (Gateshead) offer walk in services

The ICB considers that there is good access to urgent care and if clinically necessary, same day care for all residents.

- c. An impact assessment was included in the business case provided in the response to question 2.

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**