

Our Reference North East and North Cumbria ICB\
FOI ICB 26-043

North East and North Cumbria ICB
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By Email

6 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 30 April 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

Thank you for responding to FOI ICB 25-344 with the information I requested, i.e. "Linthorpe Surgery Deep Dive". I have a question regarding "Data/ query Feedback".

Since the results of the 2024 patient survey were published it is noted that the practice has moved to a total triage model, and, that practices as part of Holgate PCN have implemented an on the day hub.

1. Can the practice articulate the benefits patients are starting to see from both of these improvements?
2. To whom should I address the issues?
3. Could you also let me know when the next Commissioning report of Linthorpe Surgery is due?

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 of the information requested. However, we have determined that the information is held by Linthorpe Surgery.

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 website address for the practice [Linthorpe Surgery](#).

2. Please refer to the response to question 1.
3. There is not a planned date for the next commissioning report of Linthorpe Surgery. In line with the NHS England policy and guidance manual (part B 2.3.1 [NHS England » Primary medical services policy and guidance manual \(PGM\)](#)) this will next be undertaken within 1 to 3 years.

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**