

REPORT CLASSIFICATION	✓	CATEGORY OF PAPER	✓
Official	✓	Proposes specific action	
Official: Sensitive Commercial		Provides assurance	
Official: Sensitive Personal		For information only	✓

BOARD	
30 SEPTEMBER 2025	
Report Title:	General Practice Listening Events - Report out
Purpose of report	
<p>The North East and North Cumbria Integrated Care Board conducted a series of listening events with general practice staff across multiple localities to gather insights on challenges such as access versus continuity of care, workload shifts, public perception, estates issues, collaboration, integration, and digital solutions, with the aim of informing future strategies and supporting practices.</p>	
Key points	
<ul style="list-style-type: none"> • The ICB have committed to a programme of engagement with general practice • A series of listening events were held over the summer to hear about current challenges and to facilitate networking between practices • A summary of the key feedback themes • We will review the feedback received and feed this into future planning, further events will be scheduled for next year 	
Risks and issues	
Not applicable	
Assurances and supporting documentation	
Feedback received and feed this into future planning, further events will be scheduled for next year	
Recommendation/action required	
<p>The Board are asked to;</p> <ul style="list-style-type: none"> • Review the feedback from general practice, obtained through the listening events programme • Agree to receive further updates as additional listening sessions are arranged 	
Acronyms and abbreviations explained	
Explained throughout the report.	
Sponsor/Approving Executive Director	Dr Neil O'Brien, Chief Medical Officer
Date approved by Executive Director	20/09/25
Report author	Rachel Rooney, Deputy Director, Medical Directorate

Link to ICP strategy priorities						
Longer and Healthier Lives						
Fairer Outcomes for All						
Better Health and Care Services						✓
Giving Children and Young People the Best Start in Life						
Relevant legal/statutory issues						
Note any relevant Acts, regulations, national guidelines etc						
Any potential/actual conflicts of interest associated with the paper?	Yes		No	✓	N/A	
Equality analysis completed	Yes		No		N/A	✓
If there is an expected impact on patient outcomes and/or experience, has a quality impact assessment been undertaken?	Yes		No		N/A	✓
Essential considerations						
Financial implications and considerations	Not applicable					
Contracting and Procurement	Not applicable					
Local Delivery Team	Representatives from the Local Delivery Teams were involved in all listening events					
Digital implications	Not applicable					
Clinical involvement	Clinical and non-clinical engagement throughout the process					
Health inequalities	Not applicable					
Patient and public involvement	Not applicable					
Partner and/or other stakeholder engagement	Engagement with general practice staff					
Other resources	Not applicable					