

Our Reference North East and North Cumbria ICB\
FOI ICB 24-065

NECS – John Snow House
Durham University Science Park
Durham
DH1 3YG

Tel: 0191 301 1300
E-mail: necsu.icbfoi@nhs.net

By Email

7 June 2024

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 by North of England Commissioning Support (NECS) on 9 May 2024 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, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

Your Request

This is a Freedom of Information request in relation to commissioned NHS Adult Audiology services. Please could you respond to the six questions below?

1. In which localities / places do you currently commission an NHS Adult audiology service within your ICB geography?
2. For each locality / place, please could you confirm:
 - a. The name of each audiology provider;
 - b. The locations where they deliver this service.
3. Based on billing data for the last 3 months, please could you confirm the percentage share of the overall service volume for each audiology provider?
4. What are your timescales for ensuring the full-scale introduction of self-referral for commissioned NHS Adult audiology services for all localities/places in your ICB geography?
5. What are your plans for reviewing and improving wax removal provision across the ICB - including patients with or without an associated hearing loss – and do you have timescales in mind for introducing such a service?
6. Where the ICB holds multiple commissioned NHS Adult audiology service contracts at Place level what are the ICB's plans to rationalise and harmonise provision consistently across the geography, including tariffs, service specifications and inclusion/exclusion criteria?

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.

Questions 1 and 2 are answered by place below:

County Durham

1. County Durham
2. a) Audiology services are commissioned from Specsavers, Scrivens, Minor Ops Ltd and County Durham and Darlington NHS Foundation Trust
b) The locations where they deliver this service are:

Specsavers

Bishop Auckland Specsavers Opticians and Hearing Centre (SOHC), 45 Newgate Street, Bishop Auckland, DL14 7EW
Chester le Street SOHC, 66 Front Street, Chester le Street, DH3 3BD
Consett SOHC, 45 Middle Street, Consett, DH8 5QP
Darlington SOHC, 41 High Row, Darlington, DL3 7QW
Durham SOHC, Unit 2, 1-4 North Road, Durham, DH11PW
Newton Aycliffe SOHC, 55 Beveridge Way, Newton Aycliffe, DL5 4DP
Peterlee SOHC, Unit 8, The Chare, Castle Dene Shopping Centre, Peterlee, SR8 1AE
Seaham SOHC, Unit 10b, Byron Place Shopping Centre, Seaham, SR7 7DR
Sunderland SOHC, 11 Athenaeum Street, Waterloo Place, Sunderland, Tyne-and-Wear, SR1 3HP
Stockton-on-Tees SOHC, 73 High Street, Stockton-on-Tees, Cleveland, TS18 1AF
Middlesbrough SOHC, 25-27 Newport Road, Middlesbrough, Cleveland, TS1 1LE
Hartlepool SOHC, Unit 136 Middleton Grange Shopping Centre, Hartlepool, TS24 7RD
Houghton-le-Spring Primary Care Centre, Brinkburn Crescent, Houghton-le-Spring, DH4 5HB
Washington SOHC, 88 Albany Mall, The Galleries, Washington, NE38 7RT
Gateshead Team Valley, Unit 26, Retail World, Team Valley Trading Estate, Gateshead, NE11 0BD
Stanley Specsavers, Cromarty House, Front Street, Stanley, DH9 0SX
Barnard Castle Specsavers, 21 Horse Market, Barnard Castle, DL12 8LX
Arnison Specsavers, Unit 2, Arnison Retail Park, Durham, DH1 5GB

Scrivens

Scrivens Opticians & Hearing Care, 52 Cockton Hill Road, Bishop Auckland, DL14 6AH
Neasham Road Surgery, 186 Neasham Road, Darlington, DL1 4LY
Scrivens Opticians & Hearing Care, 11a Middleton Grange, Hartlepool, TS24 7RS
Yarm Medical Centre, Worsall Road, Yarm, Stockton on Tees, TS15 9DD
Endeavour Practice, 20 Cleveland Centre, Middlesbrough, Cleveland, TS1 2NX
Hillside Medical Centre, Windermere Drive, Skelton-In-Cleveland, Saltburn-By-The-Sea, Cleveland, TS12 2TG
Bunny Hill Health Centre, Hylton Lane, Downhill, Sunderland, SR5 4BW
Deerness Park, Suffolk Street, Hendon, Sunderland, SR2 8AD
Conishead Medical Centre, Black Road, Sunderland, Tyne & Wear, SR2 0RY,
Houghton Primary Care Centre, Brinkburn Crescent, Houghton le Spring, Durham, DH4 5HB

Minor Ops Ltd

Cestria Health Centre, Whitehill Way, Chester-Le-Street, DH2 3DJ
Walkers Opticians, 48-50 High Street, Spennymoor, DL16 6DD
Peterlee Health Centre, Bede Way, Peterlee, SR8 1AD
Stanley Primary Care Centre, Clifford Road, Stanley, DH9 0AB
Bishopgate Medical Centre, 178 Newgate Street, Bishop Auckland, DL14 7EJ
Queens Road Surgery, 83 Queens Road, Blackhill, Consett, DH8 0BW
Peaseway Medical Centre, 2 Pease Way, Newton Aycliffe, Co Durham, DL5 5NH
Whinfield Medical Practice, Whinbush Way, Darlington, DL1 3RT
Simon Berry Optometrist, 41A Marshall Terrace, Durham, DH1 2HX

County Durham and Darlington NHS Foundation Trust

Bishop Auckland General Hospital
Chester Le Street Hospital
Darlington Memorial Hospital
Shotley Bridge Hospital
University Hospital North Durham
Richardson Hospital, Barnard Castle
Sedgefield Hospital, Sedgefield

Newcastle, Gateshead, Northumberland and North Tyneside places

1. Newcastle, Gateshead, Northumberland and North Tyneside
2. a) Audiology services are commissioned from Newcastle upon Tyne Hospitals NHS Foundation Trust.
b) The location where the service is delivered is Newcastle upon Tyne Hospitals NHS Foundation Trust.

North Cumbria place

1. North Cumbria
2. a) Audiology services are commissioned by North Cumbria Integrated Care Trust
b) Locations are Cumberland Infirmary; West Cumberland Hospital; Penrith Community Hospital; Workington Community Hospital; Keswick Community Hospital

South Tyneside and Sunderland place

1. AQP Adult Audiology services in South Tyneside and Sunderland, Newcastle and Gateshead.
2. a) and b) – AQP Adult Audiology services are commissioned from:
 - Sunderland – Scrivens, Specsavers, Outside Clinic, South Tyneside and Sunderland NHS Foundation Trust (STSFT)
 - South Tyneside – Scrivens, Specsavers, Outside Clinic, STSFT

Tees Valley place

1. Hartlepool, Stockton, Thornaby, Middlesbrough, Redcar and Darlington.
2. a) Audiology services are commissioned from:
North Tees and Hartlepool NHS Foundation Trust – for Hartlepool, Stockton and Thornaby
Specsavers Optical Superstores – across all localities
Scrivens – across all localities

- Minor Ops – across all localities
Outside Clinic – across all localities
b) Please refer to the attached list

Question 3: Please note that the answer provided in the table below is based on information sent to the ICB by providers for Q4 of 2023/24. There may be some information that we have not received.

Provider	Percentage Share of Spending Across the ICB
County Durham and Darlington NHS Foundation Trust	14.82%
Newcastle upon Tyne Hospitals NHS Foundation Trust	26.08%
North Cumbria Integrated Care NHS Foundation Trust	0.86%
North Tees and Hartlepool NHS Foundation Trust	8.57%
South Tyneside and Sunderland NHS Foundation Trust	1.14%
Specsavers Hearcare	39.42%
Scrivens Ltd	4.62%
Minor Ops Ltd	3.56%
Outside Clinic	0.93%

Questions 4, 5 and 6: This information is not held by the ICB.

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 Senior 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 complaints procedure provided by the North of England Commissioning Support Unit. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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 sincerely

S Davies

S Davies
Information Governance Officer