

Our Reference North East and North Cumbria ICB\
FOI ICB 25-328

North East and North Cumbria ICB
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By Email

27 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

Under the Freedom of Information Act, I would like to request the following information:

1. Between 1 October 2025 and 12 November 2025, how many practices have raised concerns with your ICB about the impact of their workload and/or patient safety since there has been a contractual requirement to keep online consultation systems on throughout core hours?
2. How many practices has the ICB offered support to since the 1 October online consultation changes?
3. How many practices are you planning to support in the coming weeks and months because of the 1 October online consultation changes?

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information requested.

1. Between 1 October 2025 and 12 November 2025, the ICB has received 44 contacts from practices citing workload / safety concerns.
2. The ICB has written to all practices outlining the contractual requirements and reassuring practices that the ICB wishes to take a supportive approach where practices have identified

challenges in implementing the changes. In addition, practices have access to digital support, expressions of interest have also been requested for care navigation training, and practices have had the opportunity to access the national GP Improvement Programme earlier in the year. The ICB has also developed and shared a video to support practices in completing their annual electronic declaration (eDEC) return on contractual compliance.

3. The ICB is continuing to engage with practices and will provide support to all practices where this is needed.

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**