

Our Reference North East and North Cumbria ICB\  
FOI ICB 25–404

North East and North Cumbria ICB  
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By Email

14 January 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 5 January 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**

This is a Freedom of Information request in relation to commissioned NHS Adult Audiology services. Please could you respond to the 3 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?

**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. NENC ICB commissions an NHS Adult audiology service in:

County Durham and Darlington

Gateshead  
Newcastle-upon-Tyne  
North Cumbria  
North Tyneside  
Northumberland  
South Tyneside  
Sunderland  
Tees Valley (North Tees and South Tees)

2. The names and locations of these services within the community are noted on the attached document. Outside of community settings, the services are provided in the following localities:
  - County Durham and Darlington NHS Foundation Trust provides audiology services from University Hospital North Durham and Darlington Memorial Hospital.
  - Gateshead Health NHS Foundation Trust delivers adult audiology services from Queen Elizabeth Hospital, Bensham Hospital, and Blaydon Primary Care Centre.
  - North Cumbria Integrated Care NHS Foundation Trust delivers services in the North Cumbria locality.
  - Newcastle upon Tyne Hospitals NHS Foundation Trust delivers services from Freeman Hospital, Battle Hill Health Centre, Benfield Park Health Centre & Diagnostic Centre, Corbridge Health Centre, Manor Walks Cramlington, Morpeth NHS Centre, North Tyneside General Hospital, Great North Children's Hospital and Union Brae Surgery, Berwick
  - South Tyneside and Sunderland NHS Foundation Trust delivers services in the South Tyneside and Sunderland localities.
  - North Tees and Hartlepool NHS FT and South Tees Hospitals NHS FT deliver services in Tees Valley.
3. Audiology services are included within the block contract payments to foundation trusts. NENC ICB does not split the block contract payment to this level.

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**