

Our Reference North East and North Cumbria ICB\
FOI ICB 25–262

North East and North Cumbria ICB
Pemberton House
Colima Avenue
Sunderland Enterprise Park
Sunderland
SR5 3XB

Tel: 0191 512 8484
E-mail: nencicb.foi@nhs.net

By Email

27 October 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 6 October 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

I am writing to request the following information under the Freedom of Information Act 2000. Could I please request information regarding the commissioning of GP Out of Hours services in your region. The specific things I am interested in are as follows:

1. Who is the current provider of these services?
2. Which GP Out of Hours services went through procurement, and which were a direct award?
3. What is the actual spend on this contract from the start of the contract to the current date?
4. What is the start date and duration of the contract?
5. Is there an extension clause in the framework(s)/contract(s) and, if so, what is the duration of the extension?
6. Has a decision been made yet on whether the contract(s) are being either extended or renewed?
7. Is there an aim to go out to procurement for this service? If so, when do you envisage this occurring?

Our Response

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

Local Delivery Team Place	Q1	Q2	Q3	Q4	Q5	Q7
County Durham	South Durham Health	Direct Award	£752,937	01/04/25 1 year	No	No
County Durham	Durham Dales Health	Direct Award	£346,684	01/04/25 1 year	No	No
County Durham	County Durham and Darlington NHS Foundation Trust	Direct Award	Part of Trust Block payment unable to disaggregate	01/04/24 3 years	Yes, 2 years	No
Gateshead	CBC Health	Competitive Process	£2,834,465	01/06/19 5 years	Yes, 2 years	No
Newcastle	Vocare Ltd / PHL	Competitive Process	£1,273,169	01/06/25 5 years	Yes, 2 years	No
North Cumbria	Cumbria Health	Competitive Process	£6,733,220	01/05/22 3 years	Yes, 2 years	Yes, April 2027
North Tyneside	Vocare Ltd / PHL	Competitive Process	£645,297	01/06/25 5 years	Yes, 2 years	No
Sunderland	South Tyneside and Sunderland NHS Foundation Trust	Most Suitable Provider	PYE £5,251,740	01/10/25 5 years	Yes, 2 years	No
Northumberland	Vocare Ltd / PHL	Competitive Process	£1,906,791	01/06/25 5 years	Yes, 2 years	No
Tees Valley	North Tees and Hartlepool NHS Foundation Trust	Competitive Process	Part of Integrated Urgent Treatment Centre block unable to disaggregate	01/04/24 5 years	Yes, 5 years	No

In response to question 6, no decision has been made yet on whether the contract(s) are being either extended or renewed.

All information related to contracts awarded through a procurement process are published on the ICB Record of Procurement Decisions and available within the public domain as published on the ICBs website. Procurement do not hold any further information to that which is recorded on this document. It is likely that contracting will hold the rest of the information requested or on contract that have been awarded without procurement input.

The link to the register of procurement decisions and conflicts is: [Register of procurement decisions and conflicts](#)

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**