

Our Reference      North East and North Cumbria ICB\  
FOI ICB 25–307

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](mailto:nencicb.foi@nhs.net)

By Email

19 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 5 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**

I am writing under the Freedom of Information Act 2000 to request information held by your organisation regarding COVID-19 patient interactions at your COVID-19 hub (or equivalent service), for the prior 12 months up to the latest data point available, with a particular focus on access to antivirals. The information is expected to be received as aggregated totals.

1. Patient Attendance

How many patients in total have accessed the service in the last 12 months?

2. Referral method

What referral method to the service made up the contribution of all referrals?

- HCP Referral (primary care)
- HCP Referral (secondary care)
- Patient Self-referral
- Other

3. Daily Interventions:

- a. How many patients were qualified to receive some sort of pharmacological intervention (aligned to NICE), regardless of whether they went on to receive treatment?

- b. How many patients received pharmacological treatment?
- c. For patients who did not receive pharmacological treatment, what were the top 3 reasons for a patient not receiving treatment? E.g. Outside of treatment window, not eligible (NICE), watch & wait, symptoms not severe enough, late positive test result, etc.
- d. For those patients that did receive treatment, what was their main underlying primary condition that qualified them to be eligible to receive treatment? E.g. Solid Cancer, immune suppressed, renal disease, etc.

#### 4. Capacity

How many HCPs do you have within the COVID-19 service? I.e. no. of prescribers, no. of additional staff, etc.

### **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. The data provided in the document attached relates to the service in place from 1 October 2023, Local Care Direct provided the North East Covid Medicine Delivery Unit (CMDU) service, including the registering of patients onto SystmOne, an initial eligibility check, telephone triage by a Clinician, treatment decision, provision of antiviral if required, or appropriate onward advice if not. From 24 April 2024 the North Cumbria area was included in the service.

This contract ceased at the end of July 2025. Please refer to the attachment for data currently held by NENC ICB in relation to Covid-19 service.

Since 1 August 2025, the service has been provided by Community Pharmacy. NENC ICB does not currently hold data from that service.

2. Please refer to the response to question 1 and attached document.
3. Please refer to the response to question 1 and attached document.
4. On this occasion it is not possible to provide the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm NENC ICB does not hold any of the information requested regarding numbers of clinicians, etc from the pre or post July 25 services.

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, Wycliff 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**