

Our Reference North East and North Cumbria ICB\
FOI ICB 26–163

North East and North Cumbria ICB
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By Email

17 July 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 2 July 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

For the time period 1 July 2025 – 30 June 2026, please could you share:

1. How many complaints you received relating to patient's nominated pharmacy being set or changed without their consent?
2. What action you took following these complaints?
3. What action you are taking on the issue of EPS nomination theft generally.

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. The ICB have received 10 complaints within the time period 1 July 2025 – 30 June 2026.
2. Once a complaint is received by the Complaints team, they would either advise the complainant to contact the pharmacy directly or, if they do not wish to do so, forward the complaint to the ICB Pharmacy Contracting Team. They would provide a response to the complainant and take any necessary action with the pharmacy concerned.
3. There are standards that must be followed when setting EPS nominations and the ICB provides support to ensure community pharmacies are following these standards. A link to the

standards is available at [EPS nomination: standards that must be followed – NHS England Digital](#).

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**