

Our Reference North East and North Cumbria ICB\
FOI ICB 26–184

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 13 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

I am writing to request information under the Freedom of Information Act 2000 regarding ophthalmology referral management and Single Point of Access arrangements commissioned by your Integrated Care Board.

1. Please could you confirm whether your ICB has commissioned a system-level Single Point of Access, referral management service, triage service, or equivalent arrangement for ophthalmology referrals?

If your ICB **has** commissioned such a service, please could you provide the following information:

2. The name of the provider delivering the service.
3. The start date and end date of the current contract.
4. The length of the contract, including any extension options.
5. The annual contract value, or the annual value attributable to the ophthalmology Single Point of Access if the service forms part of a wider contract.
6. Whether the ophthalmology Single Point of Access forms part of a wider referral management, clinical assessment, community services, digital platform, or other contract.
7. If it is part of a wider contract, please provide the overall contract scope and total annual contract value, where available.

8. If your ICB **has not** commissioned a system-level Single Point of Access or equivalent arrangement for ophthalmology, please could you confirm whether there are any current plans, proposals, procurements, pilots, business cases, or approved programmes to commission such a service?
9. If plans do exist, please could you provide any available details, including expected scope, anticipated timescales, procurement status, and indicative budget or planned annual value.

For the purpose of this request, I am using the term “Single Point of Access” broadly to include any commissioned service or digital pathway that receives, manages, triages, validates, redirects, or clinically assesses ophthalmology referrals at system or ICB level before onward referral to secondary care, community ophthalmology, optometry, or another provider.

If any of the requested information is already publicly available, please provide the relevant link or reference. If any part of the request is unclear or would exceed the appropriate cost limit, please advise how it may be refined.

I would be grateful if you could provide the information electronically.

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. NENC ICB has not commissioned a system-level Single Point of Access, referral management service, triage service, or equivalent arrangement for ophthalmology referrals.
2. Please refer to the response to question 1.
3. Please refer to the response to question 1.
4. Please refer to the response to question 1.
5. Please refer to the response to question 1.
6. Please refer to the response to question 1.
7. Please refer to the response to question 1.
8. The ICB, as part of our planned care programme of work. are reviewing eyecare. There is no procurement in the pipeline currently however as we move through reviewing eyecare across the system this may change. Any procurements would be advertised in our usual format.
9. Please refer to the response to question 8.

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**