

Our Reference North East and North Cumbria ICB\
FOI ICB 25-066

North East and North Cumbria ICB
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Sunderland
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By Email

24 June 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 28 May 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

May I please request the following.

1. What was the total cost for disposal of medication in 2024/2025?
2. What was the total cost for disposal of medication in 2022/2023?
3. What was the total weight of disposed of medication in 2024/2025?
4. What was the total weight of disposed of medication in 2022/2023?
5. What is the total population size you serve?
6. How many medication reviews took place by pharmacists in 2024/2025?
7. How many medication reviews took place by pharmacists in 2022/2023?
8. How many medication reviews took place by GPs in 2024/2025?
9. How many medication reviews took place by GPs in 2022/2023?
10. How many complaints about GP services did you receive in 2022/2023?
11. How many complaints about GP services did you receive in 2024/2025?
12. How many complaints about pharmacy services did you receive in 2022/2023?
13. How many complaints about pharmacy services did you receive in 2024/2025?
14. How many complaints about hospital services did you receive in 2022/2023?
15. How many complaints about hospital services did you receive in 2024/2025?
16. How many complaints about council social care did you receive in 2022/2023?
17. How many complaints about council social care did you receive in 2024/2025?

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. 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 the ICB does not hold any of the information requested.
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. The population size served is 3,217,9281.
6. Please refer to the response to question 1.
7. We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB on this occasion is not able 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 the ICB does not hold any of the information requested. However, we have determined that the information is held by GPs within the North East and North Cumbria region.

For your reference, a list of practices is available on the NHS Digital website: [GP and GP practice related data – NHS England Digital](#) The GP Practices full file name is **epraccur** and for your reference, NENC ICB's Organisation Data Service (ODS) code is **QMH**.

8. Please refer to the response to question 7.
9. Please refer to the response to question 7.
10. Responsibility for the management of complaints against primary care practitioners transferred from NHS England to the North East and North Cumbria Integrated Care Board (NENC ICB) with effect from 01/07/23. The ICB does not hold and is unable to provide complaints data for 2022/23.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI email address for NHS England – england.contactus@nhs.net – make your request. Please write “Freedom of Information” in the subject line.

Between 01/07/23 and 31/03/24 NENC ICB received 238 formal complaints about GP services

11. Between 01/04/24 and 31/03/25 NENC ICB received 679 complaints about GP services.
12. Responsibility for the management of complaints against primary care practitioners transferred from NHS England to NENC ICB with effect from 01/07/23. The ICB is therefore unable to provide complaints data for 2022/23. You may wish to redirect your request to NHS England using the contact details provided in the response to question 10.

Between 01/07/23 and 31/03/24 NENC ICB received no formal complaints about pharmacy services.

13. Between 01/04/24 and 31/03/25 NENC ICB received 25 complaints about pharmacy services.
14. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does receive complaints about hospital services. We would redirect them to the appropriate trust to be investigated and we do not hold data on the complaints each trust receives.

However, we have determined that full records are held by the acute and mental health hospital NHS foundation trusts (FTs) within the North East and North Cumbria region.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI email addresses for those foundation trusts to make your request.

NENC Acute Hospital FTs	Email
County Durham and Darlington NHS FT	cdda-tr.cddftfoi@nhs.net
Gateshead Health NHS FT	ghnt.foi.enquiries@nhs.net
North Cumbria Integrated Care NHS FT	foirequest@cumbria.nhs.uk
North Tees and Hartlepool NHS FT	foi@nth.nhs.uk
Northumbria Healthcare NHS FT	foi@northumbria.nhs.uk
South Tees Hospitals NHS FT	foi@stees.nhs.uk
South Tyneside and Sunderland NHS FT	stsft.freedomofinformation@nhs.net
The Newcastle upon Tyne Hospitals NHS FT	nuth.freedom.information@nhs.net

NENC Mental Health Hospital FTs	Email
Cumbria, Northumberland, Tyne and Wear NHS FT	foi@cntw.nhs.uk
Tees, Esk and Wear Valley NHS FT	tewv.foi@nhs.net

15. Please refer to the response to question 14.

16. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm the ICB does not hold any of the information requested as we do not manage social care complaints.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI email addresses for local authorities in the NENC ICB area to make your request.

NENC Local Authorities	Email
Cumbria County Council	information.governance@cumbria.gov.uk
Darlington Borough Council	freedomofinformation@darlington.gov.uk
Durham County Council	foi@durham.gov.uk
Gateshead Council	informationrights@gateshead.gov.uk
Hartlepool Borough Council	freedomofinformation@hartlepool.gov.uk
Middlesbrough Borough Council	foi@middlesbrough.gov.uk
Newcastle City Council	freedomofinformation@newcastle.gov.uk
North Tyneside Council	foiofficer@northtyneside.gov.uk
Northumberland County Council	foi@northumberland.gov.uk
Redcar & Cleveland Borough Council	informationgovernance@redcar-cleveland.gov.uk
South Tyneside Council	foi@southtyneside.gov.uk
Stockton-on-Tees Borough Council	foiandcomplaints@stockton.gov.uk
Sunderland City Council	freedom.information@sunderland.gov.uk

17. Please refer to the response to question 16.

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 Senior 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**