

Our Reference North East and North Cumbria ICB\
FOI ICB 25–420

North East and North Cumbria ICB
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By Email

21 January 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 15 January 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

This is a request for information under the Freedom of Information Act 2000.

Please provide the following information in relation to organisational or staffing changes implemented by Norton Medical Centre during the period 1 September 2024 to 30 September 2025.

- Correspondence between your organisation and Norton Medical Centre concerning these changes
- Records of oversight, assurance, or governance discussions regarding workforce or role changes
- Any risk assessments, impact assessments, or concerns raised in relation to staffing or role alterations
- Minutes or notes of meetings where these changes were discussed
- Relevant guidance, policies or frameworks applied when reviewing or monitoring these changes

Please exclude personal data relating to identifiable individuals as this information is not sought under this request.

If any information is withheld, please specify the exemption relied upon and provide the public interest justification where applicable.

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.

- *Correspondence*: There was no specific correspondence other than routine practice profile information collection request (12 August 2025) asking the practice via email to confirm that the list of staff member email address we hold were correct or to amend accordingly. This request was followed up on 10 September 2025 as response not received. The practice advised NENC ICB of a new Operations/Business Manager in July 2025.
- *Records regarding workforce or role changes*: 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.
- *Risk or impact assessments or concerns re staffing or role alterations*: 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.
- *Minutes or notes of meetings*: 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.
- *Guidance, policies or frameworks*: Please refer to the responses to the questions above.

NENC ICB uses the following publicly available information relating to general practice workforce: [Microsoft Power BI](#)

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**