



# North East and North Cumbria

Our Reference SD\North East and North  
Cumbria ICB\FOI ICB632

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Durham  
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5 December 2023

Dear

## **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 by North of England Commissioning Support (NECS) on 21 November 2023 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

### **Your Request**

I have a freedom of information request regarding the use of multi-medicine pill pouches to increase medication compliance, save on medication waste and increase adherence rates for especially the polymedicated elderly.

Could you please answer the following questions:

1. Within your ICS
  - a) Where are you using multi medicine pill pouches? E.g., acute hospitals, mental health hospitals, nursing homes, residential care homes, patient's homes. Kindly provide a name and department of this place.
  - b) Which type of organization is requesting them? E.g., Hospitals, nursing homes, community care providers.
  - c) Who provides these pouches? E.g., Hospitals, community pharmacies (Please state name & address).
  
2. Does your ICS conduct continued care at home visits solely for the purpose of conducting medication adherence prompts?  
If so,

- a) What type of patient are you providing this service for? E.g., Fragility, mental health, Parkinson's disease, epilepsy.
  - b) How many patients require these medication prompt visits per month?
  - c) How long does it take for the staff member/ carer to conduct a patient medication prompt visit?
3. In your ICS, are you using medical devices or technology to improve medication adherence at home?
- If so,
- a) What type of device/ technology are you using?
  - b) Is this device/ technology used in conjunction with patient medication prompt visits? Or has this reduced the number of medication prompt visits required?
  - c) Are you planning on increasing investment or the number medication adherence solutions available to your local population to improve medicines adherence at home? (Especially for the most vulnerable patients.) If so, how?

### Our Response

This response covers the whole North East and North Cumbria ICB.

1. Although we are aware that monitored dose systems for medicines are used in many care settings including nursing homes, patients own homes, etc. they are not ICB provided. Each of those individual organisations have chosen to use the systems independently.
2. Continued care visits are not provided by ICB. They are provided and organised by local authorities.
3. Individual acute care trusts use technology to support care at home. These are delivered independently of the ICB.

To summarise, the North East and North Cumbria Integrated Care Board (NENC ICB) does not hold the records which you have sought. However, we have determined the records are held by Acute Hospital and Mental Health Hospital NHS Foundation Trusts, Local Authorities and individual care home providers 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 acute and mental health hospitals and local authorities to make your request.

<b>NENC Acute Hospital FTs</b>	<b>Email</b>
County Durham & 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 & 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

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

<b>NENC Local Authorities</b>	<b>Email</b>
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Cumbria County Council	information.governance@cumbria.gov
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	information_security@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

In line 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 make a complaint or 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 complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[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 sincerely

*S Davies*

**S Davies**  
**Information Governance Officer**