



# North East and North Cumbria

Our Reference HM\North East and North  
Cumbria ICB\FOI ICB613

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05 December 2023

## **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 10 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).

### **Your Request**

My mother is a resident of a care home in Hartlepool. She has received care from community matrons employed by North Tees and Hartlepool NHSFT, and one of the matrons told me that the Hartlepool GPs have commissioned the trust to provide an element of primary care. Someone else told me that this arrangement dates back to the time of the Covid pandemic.

But when I asked the community matron about a prophylaxis to prevent further UTIs I was referred to her GP practice because the matrons only deal with acute primary care.

While I cannot fault the care provided by the community matrons their involvement means that I cannot see all the relevant care events when I look at my mother's GP record online. (What I can see now is limited, but the practice have told me that I should soon be able to see full details when NHS England have completed work in November. But this does not mean I will be able to see the input of the community matrons.)

I would like to see a copy of the agreed commissioning arrangements, please, so that I know the detail agreed and which organisation to contact in particular circumstances.

### **Our Response**

*We understand Graeme Earl, Digital and Estates Lead – Tees Valley sent you an email on 4 September 2023 explaining the limitations of the current data flows, in relation to accessing GP records online. He explained the only way you would be able to see the community information would be if the GP Practice could copy the Community data into their GP patient records.*

*We can confirm there is not one single specific document associated with commissioning arrangements, however we can advise how you can access information whilst a full integrated digital record isn't available.*

**Community Services including Community Matrons**, the Single Point of Access team is available for patients/carers to have access to a group of professionals who will be able to gain an understanding of any issues and provide appropriate professional advice and response to meet presenting need as appropriate. Single Point of Access - This number is open 24 hours per day, 7 days per week, 365 days per year. Telephone: 01429 522500

**Primary Care Networks, Enhanced Health in Care Homes (EHCH)** – Each care home is aligned to a Primary Care Network with the sole aim of delivering above practice level enhanced care. This link will provide an outline of the model for EHCH. [Document template \(england.nhs.uk\)](#). The specification for enhanced health in care homes on the link is on page 32. Commissioning arrangements for primary care is via the GP contract: <https://www.england.nhs.uk/gp/investment/gp-contract/>

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

*Hilary Murphy*

**Hilary Murphy**  
**Information Governance Officer**