

Our Reference North East and North Cumbria ICB\
FOI ICB 24–260

NECS – John Snow House
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Durham
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Tel: 0191 301 1300
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By Email

4 October 2024

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 by North of England Commissioning Support (NECS) on 23 September 2024 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, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the five local authorities of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees).

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

Your Request

Please disclose:

1. Your ICB's full policy on providing adult containment products for patients suffering with incontinence.
2. If your ICB has a prescription limit (i.e three absorption pads per day) and if so, details of that limit.
3. The total cost spent by the ICB on containment products for 2023/2024 (April 1 – March 31)
4. How many complaints you have had regarding adult containment products/prescriptions since January 1, 2023. For each complaint, please disclose a detailed summary of that complaint, i.e 'A relative complaint that her elderly father has not been given enough absorption pads and has since soiled himself. Please redact anything such as names/ addresses that would prohibit disclosure.

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. There is no ICB wide full policy on providing adult containment products for patients suffering with incontinence. However, various legacy guidelines are in place across NENC ICB regarding incontinence. These are available at: [North East and North Cumbria Formulary \(northeastnorthcumbriaformulary.nhs.uk\)](http://northeastnorthcumbriaformulary.nhs.uk)
2. Prescription quantities should be as per guidelines (including NICE) and appropriate for each patient according to the recommendations of the product manufacturer.
3. 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 NHS Business Services Authority.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, the FOI email address for NHS Business Services Authority is nhsbsa.foirequests@nhs.net

Alternatively, there is publicly available data at <https://www.nhsbsa.nhs.uk/prescription-data>

4. There have been no identified formal complaints made in relation to adult containment products/prescriptions since January 1, 2023.

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 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

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 sincerely

S Davies

S Davies
Information Governance Officer