



# North East and North Cumbria

Our Reference      North East & North Cumbria  
ICB FOI 497

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18 August 2023

By Email

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 17 August 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**

1. Please provide the number of North East Ambulance Service (NEAS) weekly non-urgent patient transport jobs operated out of South Tees Hospitals NHS Foundation Trust averaged for the financial year 2023/24.
2. Please provide the total number of NEAS non-urgent patient transport jobs, broken down by month operated out of South Tees Hospitals NHS Foundation Trust over the financial year 2022/23.
3. How are these NEAS jobs funded and paid for?

4. Have there been any customer satisfaction feedback for NEAS jobs operated from South Tees NHS Foundation Trust? If so, how many?
5. Have there been any customer complaints fed back for NEAS jobs operated from South Tees NHS Foundation Trust? If so, how many?
6. Has NEAS operated any non-urgent same day patient transport requests from South Tees NHS Foundation Trust in the financial year 2023/24? If so, how many?

## **Our Response**

*NENC ICB does not hold the requested information. NEAS provides pre-planned non-emergency transport for patients. Therefore, we suggest that you redirect your request to them at [publicrelations@neas.nhs.uk](mailto:publicrelations@neas.nhs.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

*Pamela Coxon*

**Pamela Coxon**  
**Information Governance Officer**