



North East and North Cumbria

Our Reference SD\North East and North
Cumbria ICB\FOI ICB610

NECS – John Snow House
Durham University Science Park
Durham
DH1 3YG

Tel: 0191 301 1300
E-mail: necsu.icbfoi@nhs.net

27 November 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 11 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 would like to request the following information under Freedom of Information Act and will be grateful for your help.

1. Does your ICB have a policy regarding abuse, violence or aggression towards primary care staff by patients? Can you verify if this document (link below) is the latest policy on this issue for your ICB? If this is not correct, can you please provide a copy or link to the correct latest policy for this?
<https://northeastnorthcumbria.nhs.uk/media/w1ja54hy/icbp041-violence-aggression-abuse-management-policy-2.pdf>
2. Does your ICB have a policy regarding stalking and harassment (i.e. repeated intrusions) of primary care staff by patients? If so, please could you provide a copy or link to it?
3. Does your ICB have a policy regarding primary care staff who experience domestic abuse? If so, please could you provide a copy or link to it?

Our Response

The HR policies described are in place within the ICB and are relevant to ICB employees only. Primary Care providers contracted by the ICB are separate organisations and

therefore will each have their own HR policies relevant to the primary care staff whom they employ.

The North East and North Cumbria Integrated Care Board (NENC ICB) does not hold the records which you have sought around primary care staff. However, we have determined the records may be held by Primary Care organisations 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 identified that due to the nature of the information you are seeking, your request would be appropriately addressed to the NENC Primary Care Networks (PCNs). A list of PCNs was made publicly available in our response to FOI request ICB411.

This can be sourced in the Disclosure Logs on the NENC ICB website, using the link <https://northeastnorthcumbria.nhs.uk/about-us/publications/disclosure-log/>

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

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