

Our Reference North East and North Cumbria ICB\
FOI ICB 24–278

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

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

By Email

16 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 8 October 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

1. How many GP practices in the Stockton and Hartlepool areas have received money towards the cost of moving to another NHS England telephone preferred supplier from 01/04/2023 to the current date?
2. Please could you let me know what the largest and smallest amount received if any support payments have been made.
3. What criteria was used to justify any support payments during this time?

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information requested.

1. Telephony funding was allocated in two phases. In phase 1, 7 practices across Tees received funding and in phase 2, 21 practices received funding. We don't have this information split across specific geographical areas of Tees, so this picture is for the whole of Tees Valley.

2. The funding allocated ranged between £1,200 and £107,300.
3. The criteria used was articulated to ICBs by NHS England in the following communication:

[NHS England » Additional investment for GP practices on sub-optimal digital telephony](#)

This states:

"Prioritisation will target funding to practices that are unable to meet the functional requirements set out in [Annex A](#), as well as consideration of the following supporting criteria:

- *Local digital strategies including primary care network (PCN)/place-based models.*
- *Value for money aspects, including assessment of contract life and incumbent supplier costs.*
- *Practice commitment and willingness.*
- *Practice engagement with the [General Practice Improvement Programme](#)."*

The ICB used these national criteria to determine funding allocation for those practices who provided the information needed within the national deadlines specified. In accordance with s.21 of the FOIA, we are not required to provide information in response to a request if it is reasonably accessible to you by other means.

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