



North East and North Cumbria

Our Reference North East & North Cumbria
ICB FOI 386

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

Tel: (0191) 301 1300
E-mail: Necsu.icbfoi@nhs.net

16 June 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 23 May 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

Please may you provide me with the following:

1. The list of GP practices within your authority.
2. The list of receptionist email addresses within your authority.
3. The list of practice managers' email addresses within your authority.

Our Response

NENC ICB can advise you that none of the places within the ICB hold receptionist email addresses. Instead, we are providing you with the generic email addresses for this purpose.

County Durham place:

We have provided the generic email address to enable you to contact the practice which goes with the guidance as it can be used 'for a public task'. You can look at the practice websites to get the Practice Manager names. Further rationale is the turnover in staff, providing a generic email ensures that the public will always be able to contact the practice.



County Durham
Practices Generic Em

Gateshead place:



Gateshead Practices
Generic and PM Em

Newcastle place:



Newcastle Practices
Generic and PM Em

North Cumbria place:



North Cumbria PM
Contact Details.pdf

North Tyneside place:



North Tyneside
Practices PM Emails.]

Northumberland place:



Northumberland
Practices Generic an

South Tyneside place:

We have provided generic practice email addresses as the mailboxes are monitored in 'real time' and forwarded to relevant personnel in the practice as appropriate. You'll

appreciate with turn-over of staff, this ensures most effective communication with practices.



South Tyneside
Practices Generic Err

Sunderland place:



Sunderland
Practices Generic an

Tees Valley place:



Tees Valley
Practices Generic an

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.gov.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

Pamela Coxon

Pamela Coxon
Information Governance Officer