



North East and North Cumbria

Our Reference North East and North Cumbria
ICB\FOI ICB738

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

Tel: 0191 301 1300
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25/01/2024

Applicant
By Email

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 Freedom of Information (FOI) request received by the North East and the North Cumbria Integrated Care Board (NENC ICB) on 25/01/2024.

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).

We have dealt with your request in accordance with your “right to know” under section 1(1) of the Freedom of Information Act 2000 (subsequently referred to as FOIA2000) which entitles you to be provided with information “held” by a public authority unless an appropriate exemption applies.

Your Request

Dear North Cumbria University Hospitals NHS Trust,

Please could you kindly respond to the following questions:

1. Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?
2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?
3. Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?
4. What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?

5. What EPR system do you use please and what is the contract expiry date for that system?
6. What PAS system do you use please and what is the contract expiry date for that system?
7. What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?
8. If yes to Q7, do you currently send any of your patient communications digitally? If so, what approx. % of your communications are digital per annum?
9. What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?
10. Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?
11. Do you have a contract in place for any Mobile or App Services delivered to your Patients? If so, please confirm which supplier and the contract expiry date of that contract?
12. Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?
13. How many DSAR requests did you receive in 2022 and what % were processed within 28 days?
14. Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?
15. Have your digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?

Our Response

On this occasion it is not possible 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. You may wish to redirect your request to North Cumbria Integrated Care NHS FT (NCIC FT) who are the successor organisation for North Cumbria University Hospitals NHS Trust. They can be contacted on: foirequest@cumbria.nhs.uk

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 make a complaint or request a review of our decision, you should write to the Senior Information Governance Officer 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

Yours sincerely

Ehren Smith

Ehren Smith
Information Governance Officer