

Our Reference North East and North Cumbria
ICB\FOI ICB815

NECS – John Snow House
Durham University Science Park
Durham
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Tel: 0191 301 1300
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By Email

13/03/2024

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 12/03/2024 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

Under the Freedom of Information Act 2000, please can you provide me with information on GP appointment waiting times.

1. Mean average wait between booking a GP appointment and the GP appointment taking place in days at your organisation in each of the calendar years a) 2019, b) 2020, c) 2021, d) 2022, e) 2023.
2. Number of patients who waited more than 42 days between booking a GP appointment and the GP appointment taking place at your organisation in each of the calendar years a) 2019, b) 2020, c) 2021, d) 2022, e) 2023.
3. Number of patients who waited more than 56 days between booking a GP appointment and the GP appointment taking place at your organisation in each of the calendar years a) 2019, b) 2020, c) 2021, d) 2022, e) 2023.

4. Number of patients who waited more than 182 days between booking a GP appointment and the GP appointment taking place at your organisation in each of the calendar years a) 2019, b) 2020, c) 2021, d) 2022, e) 2023.
5. Number of patients who waited more than 365 days between booking a GP appointment and the GP appointment taking place at your organisation in each of the calendar years a) 2019, b) 2020, c) 2021, d) 2022, e) 2023.
6. The longest time a patient waited between booking a GP appointment and the GP appointment taking place in days at your organisation with the appointment taking place in the calendar year of 2023.

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 check the NHS Digital website: <https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice/january-2024#resources>

This site holds some of the requested information, either as CSV file downloads or in an interactive visual tool. For ease of use we have put together a reference guide for the North East and North Cumbria ICB sub locations. To assist in the usage of the NHS Digital data.

ICB Sub Location Code	Sub location
00L	NORTHUMBERLAND
00N	SOUTH TYNESIDE
00P	SUNDERLAND
01H	NORTH CUMBRIA
13T	NEWCASTLE GATESHEAD
16C	TEES VALLEY
84H	COUNTY DURHAM
99C	NORTH TYNESIDE

Should this tool not provide the sufficient level of information you require it may be that NHS England hold this information. You can redirect your request to them on: england.contactus@nhs.net.

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

Ehren Smith

Ehren Smith
Information Governance Officer