

Our Reference North East and North Cumbria  
ICB\FOI ICB806

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By Email

08/03/2024

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 07/03/2024 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**

I would like to find out how many GP appointments were missed during 2023 in the North Tees area.

**Our Response**

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB holds some of the information you have requested.

For future reference this information is available publicly from NHS Digital on the following link: <https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice>

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

The table below shows the figures for Tees Valley ICB Sub-Location (16C) this covers the following council areas: Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees. This is taken from the NHS Digital website.

Month	Appointments made	Appointments Attended	Appointments Missed	Attended %	Missed %
Dec-23	309955	276944	33011	89%	11%
Nov-23	379973	338162	41811	89%	11%
Oct-23	414228	365953	48275	88%	12%
Sep-23	392935	347563	45372	88%	12%
Aug-23	345503	308293	37210	89%	11%
Jul-23	337734	300003	37731	89%	11%
Jun-23	359580	319723	39857	89%	11%
May-23	340751	303725	37026	89%	11%
Apr-23	297247	264980	32267	89%	11%
Mar-23	392383	353553	38830	90%	10%
Feb-23	336734	308142	28592	92%	8%
Jan-23	363630	334997	28633	92%	8%
<b>Total</b>	<b>4,270,653</b>	<b>3,822,038</b>	<b>448,615</b>	<b>89%</b>	<b>11%</b>

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](http://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](http://www.legislation.gov.uk) . This will not affect your initial information request.

Yours sincerely

*Ehren Smith*

**Ehren Smith**  
**Information Governance Officer**