



# North East and North Cumbria

Our Reference SD\North East and North  
Cumbria ICB\FOI ICB645

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6 December 2023

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 25 November 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**

I am making a request for information under the FOI act, related to a discharge hub/ transfer of care hub:

1. Are such hubs currently operated within your ICB?
2. If so, which organisations have the contract to run them?
3. If the answer to (1a) is 'yes', what software system is used to manage the flow of patients through the hub?
4. If such a hub does not exist, or no software system is used, are there plans to set one up and/ or procure such a software system? Please provide the planned dates for each activity.
5. If a hub is already in use, where is it physically located and which NHS organisation(s) staff it?

### **Our Response**

#### North Cumbria place

1. There are discharge/transfer of care hubs operating within NENC ICB, at North Cumbria place.

2. North Cumbria Integrated Care NHS Foundation Trust (NCIC) host the Transfer of Care hub.
3. The North East and North Cumbria Integrated Care Board (NENC ICB) does not hold the records which you have sought for the ICB place above. However, we have determined the records are held by NCIC. In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI email address for NCIC to make your request.
4. Please refer to the response to question 3 above.
5. Cumberland Infirmary, Carlisle

#### Sunderland place

1. There are hubs operating within NENC ICB, at Sunderland place.
2. South Tyneside and Sunderland NHS Foundation Trust (STSFT).
3. The North East and North Cumbria Integrated Care Board (NENC ICB) does not hold the records which you have sought for Sunderland ICB place. However, we have determined the records are held by STSFT. In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI email address for STSFT to make your request.
4. Please refer to the response to question 3 above.
5. Please refer to the response to question 3 above.

#### Tees Valley place

1. There are hubs operating within the ICB in Tees Valley place:
  - North Tees & Hartlepool NHS FT (NTHFT), primarily covers Hartlepool and Stockton
  - South Tees Hospitals NHS FT (STHFT) primarily covers Middlesbrough, Redcar and Cleveland and parts of North Yorkshire
2. For both NTHFT and STHFT the acute trust is the lead but in conjunction with partners including LAs, voluntary sector, mental health services, etc.
3. Software system in place:
  - NTHFT: Optimised Patient Tracking & Intelligent Choices Application (OPTICA) with access also to internal acute, mental health and LA systems.
  - STHFT: Miya with access also to internal acute, mental health and LA systems.
4. Please refer to the response to question 3.
5. For NTHFT, the hub is based within the North Tees Hospital site (Stockton) staffed by NTHFT employees. For STHFT, the hub is based within the James Cook Hospital site (Middlesbrough) and is staffed by STHFT and Local Authority employees.

#### County Durham, Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside places

The North East and North Cumbria Integrated Care Board (NENC ICB) does not hold the records which you have sought for the ICB places above. However, we have determined the records are held by Acute Hospital NHS Foundation Trusts within the North East and North Cumbria region.

In accordance with our duty under s.16 of the FOIA to provide reasonable advice and assistance to an individual requesting information, we have provided the FOI email addresses for those acute hospitals to make your request.

<b>NENC Acute Hospital FTs</b>	<b>Email</b>
County Durham & Darlington NHS FT	cdda-tr.cddftfoi@nhs.net
Gateshead Health NHS FT	ghnt.foi.enquiries@nhs.net
North Cumbria Integrated Care NHS FT	foirequest@cumbria.nhs.uk
North Tees & Hartlepool NHS FT	foi@nth.nhs.uk
Northumbria Healthcare NHS FT	foi@northumbria.nhs.uk
South Tees Hospitals NHS FT	foi@stees.nhs.uk
South Tyneside and Sunderland NHS FT	stsft.freedomofinformation@nhs.net

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.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

*S Davies*

**S Davies**  
**Information Governance Officer**