



North East and North Cumbria

Our Reference North East and North Cumbria
ICB\FOI ICB709

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26 January 2024

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 16 January 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

Would it be possible to provide me with the information and results of the data collected from the attached (sample AUR) NHS Annual Appliance Use Review forms please? I require the results from any forms that are completed by all providers where copies are sent to ICB's Integrated Care Boards (previously CCG's) in the UK.

I would be grateful if you could provide the following:

All information / statistics / results relating to the information collated / detailed in the forms completed in the Annual Review Form with regard to using the NHS appliance – namely Indwelling Catheters.

1. How many forms were actually completed and returned to NHS North East & North Cumbria? (please advise monthly figures and annual figures).

2. Are providers required to provide an AUR to check all patients using an NHS Appliance? i.e., Indwelling Catheter? Is the AUR standard practice?
3. How long should the NHS Appliance Use Review form be kept by any organisation who completes the AUR Form (what is deemed reasonable)? (1 Year? 5 years?).
4. I would like to know what Appliance the AUR was for. I.e. I would like the information with regards to all Indwelling Catheters. Are these forms only used for Indwelling Catheters for all NHS Appliances?
5. Page 2 – In the Section – I would like the data/ results
 - What was the Appliance being reviewed on the AUR Form.
 - How many users/patients answered 'Yes' they were happy with the service provided? How many answered 'No'.
 - How many users/patients advised that they had experienced pain? I would like all results / information / statistics for this point with regards to Indwelling Catheters.
 - How many users/patients advised that they had any issues with their skin whilst using the NHS Catheter Appliance (please advise figures each month and also the annual figures/results) I would like all information / statistics for these results / any information
 - How many users/patients advised that they had any new concerns? What were those concerns?

I would like the information/results of the Indwelling Catheter AUR Review Forms results / information to be provided both monthly results/figures and annual results/figures for this form. Monthly & Annual AUR Results / data from the form since 2018 (the last 6 years) if possible

Jan 2018 to Dec 2018

Jan 2019 to Dec 2019

Jan 2020 to Dec 2020

Jan 2021 to Dec 2021

Jan 2022 to Dec 2022

Jan 2023 to Dec 2023

Could you also advise me of the reason for the data collection for NHS Appliance Annual Review Form – Catheters? My understanding is: 'to establish the patient's use of appliance and the patient's experience and identify, discuss and assist in the resolution of poor or ineffective use of the appliance'.

Can you advise how many times the Healthcare provider, who has completed an AUR with a patient, has assisted in resolving any issues indicated on the form with regards to experiencing pain whilst using the Appliance i.e. catheter and/or the patient has experienced skin integrity problems? Who would be responsible for collecting this data?

Could you advise whether the information provided on the NHS Appliance Annual Review Form results are shared with anyone? What would the end-to-end process be? Also how are results / data findings shared to improve patient experience etc?

Indwelling Catheters – NHS

I also request all data collected with regards to any reported issues or recorded problems with regards to the use of indwelling catheters I request all information held by the NHS and also any data on 'no recorded problems' or 'recorded issues' with regards to the use of indwelling catheters that the NHS has collected with regards to any reported problems 'or not' with regards to the use of indwelling catheters by NHS patients in the UK.

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. 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.

NENC Acute Hospital FTs	Email
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
The Newcastle Upon Tyne Hospitals NHS FT	nuth.freedom.information@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 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

S Davies

S Davies
Information Governance Officer