



North East and North Cumbria

Our Reference North East & North Cumbria
ICB\071

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26th September 2022

By Email

Freedom of Information Act 2000 - Request for Information – NHS North East & North Cumbria Integrated Care Board.

Thank you for your request received by North of England Commissioning Support (NECS) on 9th September 2022 for information held by NHS North East and North Cumbria Integrated Care Board (ICB) under the provisions of the Freedom of Information Act 2000.

For information Clinical Commissioning Groups ceased to exist on 30 June 2022. Services that were previously delivered by the CCG are now being delivered by the successor organisation NHS North East and North Cumbria (ICB). This covers the areas of County Durham, Newcastle Gateshead, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland and Tees Valley.

Please find the information you requested on behalf of the ICB as follows.

Request

Would it be possible to receive the following information regarding your current wheelchair services and approved wheelchair repair services contracts for your ICB please? Understanding ICBs were formally created only recently and that you may not have updated contracts, this could be the collection of current contracts from your constituent CCGs.

- 1. Who is your WCS provider?**
- 2. Do you carry out a regular customer satisfaction score on your WCS provider? How is it done and scored? What scale is used?**
- 3. What is the current customer satisfaction score for your current WCS provider?**

Response

County Durham

This information is not held by North East and North Cumbria ICB does not hold this information. You may wish to contact County Durham and Darlington NHS Foundation Trust cd-da-tr.cddftfoi@nhs.net who may hold this information.

North Cumbria

- 1. North Cumbria Integrated Care NHS Foundation Trust (NCIC)*
- 2. No. This is covered by Patient Friends and Family tests as part of overarching NCIC contract.*
- 3. This information is not held by Sub ICB Place location North Cumbria..*

Newcastle Gateshead, North Tyneside, Northumberland, and South Tyneside

- 1. Newcastle upon Tyne Hospitals NHS Foundation Trust (NuTH - RTD) – Newcastle, Gateshead, South Tyneside, North Tyneside and Northumberland*

South Tyneside and Sunderland NHS Foundation Trust (STSFT – ROB) – South Tyneside and Gateshead.

Northumbria Healthcare NHS Foundation Trust (NHCT – RTF) – North Tyneside and Northumberland

- 2. No*
- 3. Not applicable.*

Sunderland

- 1. Sunderland City Council and The Newcastle Upon Tyne Hospitals NHS Foundation Trust*
- 2. No*
- 3. Not applicable*

Tees Valley

- 1. The providers are South Tees NHS Trust and North Tees NHS Trust*
- 2. This information is not held by North East and North Cumbria ICB. You may wish to redirect this request to South Tees Hospitals NHS Foundation Trust foi@stees.nhs.uk and North Tees & Hartlepool NHS Foundation Trust foi@nth.nhs.uk who may be able to answer.*
- 3. This information is not held by North East and North Cumbria ICB. You may wish to redirect this request to South Tees Hospitals NHS Foundation Trust foi@stees.nhs.uk and North Tees & Hartlepool NHS Foundation Trust foi@nth.nhs.uk who may be able to answer.*

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.gov.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

Information Governance Officer