

Commissioner statement from NHS North East and North Cumbria Integrated Care Board for Tyneside Surgical Services Quality Account 2025/26

NHS North East and North Cumbria Integrated Care Board (NENC ICB) is committed to commissioning high quality services from Tyneside Surgical Services. NENC ICB is responsible for ensuring that the healthcare needs of patients that they represent are safe, effective and that the experiences of patients are reflected and acted upon. The ICB welcomes the opportunity to review and provide comment on this 2025/26 Quality Account.

Overview

The ICB would like to thank Tyneside Surgical Services for the openness and transparency reflected in this year's Quality Account. The ICB would like to commend all staff for their commitment and dedication demonstrated throughout these challenging times and for striving to ensure that patient care continues to be delivered to a high standard.

Achievements

The ICB would like to congratulate Tyneside Surgical Services and its staff on the achievements made during this period. The ICB recognises the attainments detailed within the quality account, which include:

- Attaining their first Joint Advisory Group (JAG) accreditation following an inspection in March 2026. It is encouraging to note that several achievements also received congratulations, as the ICB recognise that Tyneside Surgical Services have worked hard to achieve this accolade.
- Providing treatment to 637 patients in supporting NHS Foundation Trusts in the local area. It is positive to see that Service Level Agreements (SLAs) are in place to alleviate Trust waiting time pressures and know this will be crucial to patients who would otherwise be waiting longer for appropriate treatment.
- Achieving a high percentage of 80% in relation to patients receiving treatment within 18 weeks from the point of referral. It is pleasing to note that this is well-above the target of 65% set by NHS Recovery.
- Offering several specialities to patients including Orthopaedics, Spinal, Plastics, Urology, Vascular, Gynaecology, Pain Management, Upper and Lower Gastrointestinal (GI), Colorectal and Gastroenterology procedures/treatment. It is positive to see that elective activity has increased in 2025/26 compared to the previous year in relation to new patients, reviews and day cases.
- Ensuring that safeguarding is a priority in relation to the safety of their patients. It is highly encouraging to see that all clinical and patient-facing staff are trained to Level 2 standard to protect adults and children in their care/presence.
- Accomplishing a 100% success rate with regards to completion of patient risk assessments upon surgical admission for Venous Thromboembolism (VTE).
- Participation in several local audits to ensure clinical effectiveness is adhered to.
- Implementation of the Data Protection Security Toolkit in June 2025, and ensuring compliance with the General Data Protection Regulation (GDPR) requirements.

- Successfully achieving high scores following receipt of the Friends and Family satisfaction surveys given to each new patient. It is very heartening to see that scores of over 98% was achieved in relation to recommending Endoscopy, Outpatient and Surgical Services to friends and family.

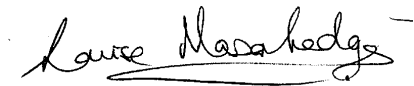
Future Priorities

The ICB is fully supportive of the identified Quality Priorities for 2026/27. The ICB welcomes the future priorities of maintaining their JAG accreditation, continuing to provide support to local NHS Foundation Trusts with relieving service pressures, treating patients in a timely manner to prevent extended waiting times, and achieving national targets for 18 week referral-to-treatment by March 2027.

The ICB can confirm that to the best of their ability the information provided within the annual Quality Account is an accurate and fair reflection of performance for 2025/26. It is clearly presented in the required format, contains information that accurately represents their quality profile and aspirations for the forthcoming year.

NENC ICB remain committed to working in partnership with Tyneside Surgical Services to assure the quality of commissioned services in 2026/27.

Yours sincerely,



Louise Mason-Lodge
Director of Nursing (Quality)
NHS North East and North Cumbria Integrated Care Board