

Our Ref: PW/AKB/FOI-01-239

9<sup>th</sup> February 2023

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear Sir/Madam

**FOI-01-239**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your request dated the 8<sup>th</sup> February 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board does hold the information that you have requested. Please see our responses in blue below:

**I would just like to know if the ICB partners with anyone for the out of hours. I just want to know who the out of hours provider is for your ICB.**

**1. Contract Region / area name**

Staffordshire and Stoke-on-Trent.

**2. Provider name**

Totally Group.

**3. Partner provider name (if applicable)**

Totally Urgent Care is made up of Vocare and Greenbrook Healthcare.

**4. Current OOH (Out of Hours) Providers**

Totally Group (Totally Urgent Care)

**Right of Appeal**

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

**To request an internal review**

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at [StaffsStokeFOI@staffsstoke.icb.nhs.uk](mailto:StaffsStokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely

**Paul Winter**  
**Associate Director of Corporate Governance**