

Our Ref: PW/AKB/FOI/0424/790

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

11th April 2024

Telephone: 0300 123 1461

Sent by email

Dear

FOI-0424-790

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 3rd April 2024. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

I am writing under the Freedom of Information Act the following:

1. Is urgent mental health support available through NHS 111 in the region of your Integrated Care Board?

The ICB has commissioned mental health support for NHS 111 option 2; however, NHS England have explained that the national IUC telephony team have encountered some unforeseen challenges in the implementation process, and as a result the planned 'go-live' date in April is delayed.

Please contact NHS England for further information. Contract details below:

NHS England

<https://www.england.nhs.uk/contact-us/contact-nhs-improvement/how-make-freedom-information-foi-or-subject-access-request/>

2. If no, are there plans in place to provide urgent mental health support through NHS 111? And when are these expected to be completed?

Please contact NHS England for further information. Contract details below:

NHS England

<https://www.england.nhs.uk/contact-us/contact-nhs-improvement/how-make-freedom-information-foi-or-subject-access-request/>

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 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 ICB can be contacted at:

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

www.ico.gov.uk

Yours sincerely

Paul Winter
Associate Director of Corporate Governance