

Our Ref: VP/SJR/FOI/0825/1396

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

21st August 2025

Telephone: 0300 123 1461

Sent by email

Dear

FOI/0825/1396

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information under the Freedom of Information Act 2000, received on the 14th August 2025. We can now 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 note the ICBs responses in blue.

You have requested:

Priority Treatment HM Forces Veterans.

I would like to request full copies of all legislation policy and procedures and guidelines held by the ICB for the following -

1. A patient who is in receipt of a war disablement pension for HM Forces attributable health conditions and holds the status of 'war pensioner'.

The NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) will abide by the guidance provided by NHS England. Information for war pensioners can be found on the NHS England website here: [Visitors who do not need to pay for NHS treatment - NHS](#)

2. A patient who is designated as a veteran of HM Forces.

The NHS Staffordshire and Stoke-on-Trent ICB does not hold details of patients designated as a veteran of HM Forces. Veteran/military status is recorded on individual General Practice clinical systems where the individual has disclosed.

3. What documented advice has been given to the ICB from NHS England in relation to NHS priority treatment for veterans of the armed forces and in particular veterans of the armed forces who are in receipt of a war disablement pension?

The NHS Staffordshire and Stoke-on-Trent ICB will abide by the guidance provided by NHS England. Information for military and veterans can be found on the NHS England website here: [A guide to NHS services - NHS](#)

4. What documented advice has the ICB given to local and regional NHS health care providers including GP practices and NHS hospital trusts and local health care providers in relation to the above.

Chair: David Pearson MBE

Interim Chief Executive Officer: Dr Paul Edmondson-Jones MBE

General Practice are directed to national resources eg, RCGP Veterans health hub and to join Veteran Friendly GP Accreditation programme [Course: Veterans' Health Hub | RCGP Learning](#). This website also provides a range of guidance for accredited GP practices on the care of patients who have served in the UK Armed Forces and their families.

5. How does the ICB ensure that all legislation, policy and procedures and guidelines relating to veterans priority treatment are adopted, monitored, implemented and enforced by all local and regional NHS health care providers?

The NHS Staffordshire and Stoke-on-Trent ICB was certificated to the Armed Forces Covenant in November 2022. It encapsulates the moral obligation to those who serve, have served, their families and the bereaved. The covenant's twin underlying principles are that members of the armed forces community should face no disadvantage compared to other citizens in the provision of public and commercial services; and that special consideration is appropriate in some cases, especially for those who have given the most such as the injured or the bereaved.

The additional award of the Bronze Employer Recognition Scheme Award symbolizes the support that we offer to any Reservists that serve within our ICB as well as any Cadet Force Adult Volunteers, Veterans and Spouses.

More information about the Armed Forces Covenant is here: [About the Covenant - Armed Forces Covenant](#)

The NHS Staffordshire and Stoke-on-Trent ICB is also represented at the Staffordshire Armed Forces Partnership meeting. The Staffordshire Armed Forces Partnership Group ensures the principles of the Covenant are upheld locally through priorities based upon local and national insight with a clear focus on practically supporting the Armed Forces community.

6. How does a veteran register a formal complaint in relation to local and regional NHS health care providers deemed to be in breach of legislation, policy and procedures related to veterans priority treatment?

Veterans would be directed to the NHS Staffordshire and Stoke-on-Trent ICB complaints procedure which can be accessed via the website: [Patient advice and liaison service / complaints - Staffordshire and Stoke-on-Trent ICB](#). Patient Advice and Liaison Services (PALS) will handle complaints for local and regional providers.

There is also Healthwatch, the statutory body that helps make sure feedback is listened to. Their website provides information about local Healthwatch: [Find your local Healthwatch | Healthwatch](#)

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 ICB FOI team by emailing; staffsstokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter within 40 working days of the initial response.

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

Yours sincerely

Vasileia Pitarokoili
Head of Governance