



Our Ref: PW/KJJ/FOI/0225/1181

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

12th February 2025

Sent by email

Telephone: 0300 123 1461

Dear

FOI-0225/1181

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on 6th February 2025. 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:

How many complaints have you received from patients related to continuity of care for each calendar year for the past 3 years? Can you break them down by:

1. Whether the complaint was made concerning the transfer of Electronic Health Records between GP practices
2. Whether the complaint was made over care at a university-affiliated medical centre in the area covered by this ICB

[Please see attached enclosure](#)

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

Chair: David Pearson MBE

Chief Executive Officer: Peter Axon

Yours sincerely

Paul Winter
Associate Director of Corporate Governance

Enc

	Complaints made concerning the transfer of Electronic Health Records between GP practices?	Complaints made over care at a university-affiliated medical centre in the area covered by this ICB
2022	0	0
2023	2	1
2024	2	1