



**Staffordshire and  
Stoke-on-Trent**  
Integrated Care Board

Our Ref: PW/AKB/FOI/0224/739

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

1<sup>st</sup> March 2024

Telephone: 0300 123 1461

Sent by email

Dear

**FOI-0224-739**

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

Thank you for your request for information received on the 20<sup>th</sup> February 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 to request the following information under the Freedom of Information Act 2000.**

**Please state the number of complaints made to the ICB concerning the practice of a physician associate (PA) working in general practice for each month since the establishment of ICBs in July 2022. (i.e. monthly data from July 2022 up to and including January 2024). Please log the data by the month in which the incident took place rather than the month in which the complaint was made.**

**Please provide data for any and all ICBs you represent.**

Please be advised that upon checking our records there were no complaints logged during this time in respect of Physician Associates.

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**