

Our Ref: TS/AKB/FOI-07-483

2nd August 2023

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear

FOI-07-483

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 28th July 2023. 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 patients currently have the stipulation placed upon them whereby they cannot email the ICB other than PALS?

Please be advised that the public can contact the ICB through the following methods:

- Email: enquiries@staffsstoke.icb.nhs.uk
- Email: StaffsStokeFOI@staffsstoke.icb.nhs.uk (Freedom of Information requests only).
- Email: SubjectAccess@staffsstoke.icb.nhs.uk (Subject Access Requests only).
- Email: patientservices@staffsstoke.icb.nhs.uk

The ICB does not record the number of times we apply the request for contact to be through these formal channels.

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 ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Yours sincerely

Tracey Shewan
Director of Corporate Governance