



Our Ref: PW/TLR/FOI/0924/995

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

18th September 2024

Telephone: 0300 123 1461

Sent by email

Dear Sir/Madam

FOI-0924-995

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 12th September 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:

1. How many NHS Dental Care Complaints has the ICB received in the last 5 years (between April 6 – April 5 – 2019/20 / 2020/21 / 2021/22 / 2023/24) broken down by year

NHS Dental Care Complaints were managed by NHS England up to and including 30 June 2023 and therefore the ICB would not have managed any complaints regarding this service up to that date.

During the year 2023/24 the ICB received 45 formal complaints regarding NHS Dental Services.

2. For the last year alone (2023/24), can you provide the 20 most common dental care complaints, including the number of complaints received

- Clinical Care and Treatment – 16
- Removal from Practice – 8
- Access to NHS Services – 7
- Payments & Charges – 5
- Waiting Times – 3
- Attitude of Staff – 2
- Funding Issues – 1
- Fitness to Practice – 1
- Environmental Issues – 1
- Access to Records – 1

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 faithfully

Paul Winter
Associate Director of Corporate Governance