



Our Ref: PW/AKB/FOI/11/598

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

24th November 2023

Telephone: 0300 123 1461

Sent by email

Dear

FOI-11-598

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information received on the 9th November 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:

I would like to request the following information under Freedom of Information Act and will be grateful for your help.

- 1. Does your ICB have a policy regarding abuse, violence or aggression towards primary care staff by patients? If so, please could you provide a copy or link to it?**
- 2. Does your ICB have a policy regarding stalking and harassment (i.e. repeated intrusions) of primary care staff by patients? If so, please could you provide a copy or link to it?**
- 3. Does your ICB have a policy regarding primary care staff who experience domestic abuse? Can you verify if this document (link below) is the latest policy on this issue for your ICB? If this is not correct, can you please provide a copy or link to the correct latest policy for this?**

<https://staffsstoke.icb.nhs.uk/~documents/publications/governance-handbook/all-policies/hr-policies/domestic-abuse-policyv-3-0/?layout=default>

The ICB does not have any Policies in place. We have a service which offers support and advice to practices where they encounter patients displaying challenging behaviour but we do not have a specific policy for this.

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

Paul Winter
Associate Director of Corporate Governance