

Our Ref: AKB/PW/FOI-09-120

5<sup>th</sup> October 2022

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

Telephone: 0300 123 1461

Sent by email

Dear

**FOI-09-120**

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

Thank you for your request dated the 13<sup>th</sup> September 2022. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board does hold the information that you have requested. Please see our responses in blue below

**Can someone please advise as to whether or not there is a reason for the following issues at Willowbank Surgery:**

**1. No offering online bookable appointments (other than COVID vaccinations) when they are supposed to offer all appointments that do not require triage?**

Our Primary Care Team will pick up a conversation with the Practice about offering online appointments.

**2. No online consultation system is accessible via their website.**

This has been flagged to us via a recent website review and is being discussed with the practice to ensure an online consultation tool is available via their Practice website.

**3. They are not disclosing the GP earnings as per the national requirement?**

Please see an NHS England statement regarding this requirement as per link below:

**[NHS England » General Practice pay transparency](#)**

**Right of Appeal**

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**  
**Deputy Director of Corporate Governance,**  
**Compliance & Data Protection/Data Protection**