

Our Ref: PW/SJR/FOI/0925/1425

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

17th September 2025

Telephone: 0300 123 1461

Sent by email

Dear

FOI/0925/1425

Your request for information under the Freedom of Information Act 2000

Thank you for your request for information under the Freedom of Information Act 2000, received on the 15th September 2025. We can now 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 note the ICBs responses in blue.

Under the Freedom of Information Act (2000), I am writing to request information concerning access to GP appointments for older people (age 75 and over) in Staffordshire and Stoke-on-Trent, particularly those who are not online.

As the NHS 10-Year Plan outlines a shift toward services being “digital by default,” we are seeking to understand how this is being implemented locally and what steps are being taken to ensure that older adults without internet access are not disadvantaged when accessing primary care services.

Please provide the following information in relation to your ICB area:

- 1. For GP practices in your area, please indicate the total number of practices in your area and the percentage that offer each of the following booking options to patients:***
 - a. Online booking 141 100%***
 - b. Telephone booking 141 100%***
 - c. In-person booking 141 100%***

- 2. For the period between 1st April 2024 to 31st March 2025, please provide the percentage of patients aged 75 and over who were offered appointments via the following methods:***
 - a. In-person This information is not held by the ICB.***
 - b. Online – telephone consultation This information is not held by the ICB.***
 - c. Online – video consultation This information is not held by the ICB.***

- 3. For those individuals who do not have internet access, particularly older adults, please list the alternative options available to patients to enable them to access GP services? Patients can telephone their GP Practice or attend the practice in person to access GP Services.***

When submitting your response it would be helpful if you could also provide details of the service providers/surgeries/practices covered in your area.

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 ICB FOI team by emailing; staffsstokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter within 40 working days of the initial response.

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