



Our Ref: PW/AKB/FOI/0224/744

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

20th March 2024

Telephone: 0300 123 1461

Sent by email

Dear

FOI-0224-744

Your request for information under the Freedom of Information Act 2000

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

Under the Freedom of Information Act 2000, please can you provide me with information on GP appointment waiting times.

- 1. Mean average wait between booking a GP appointment and the GP appointment taking place in days at your organisation in each of the calendar years a) 2019, b) 2020, c) 2021, d) 2022, e) 2023?**
- 2. Number of patients who waited more than 42 days between booking a GP appointment and the GP appointment taking place at your organisation in each of the calendar years a) 2019, b) 2020, c) 2021, d) 2022, e) 2023?**
- 3. Number of patients who waited more than 56 days between booking a GP appointment and the GP appointment taking place at your organisation in each of the calendar years a) 2019, b) 2020, c) 2021, d) 2022, e) 2023?**
- 4. Number of patients who waited more than 182 days between booking a GP appointment and the GP appointment taking place at your organisation in each of the calendar years a) 2019, b) 2020, c) 2021, d) 2022, e) 2023?**
- 5. Number of patients who waited more than 365 days between booking a GP appointment and the GP appointment taking place at your organisation in each of the calendar years a) 2019, b) 2020, c) 2021, d) 2022, e) 2023?**

Information on waiting times for appointments in General Practice is available on NHS digital publications:

<https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice/january-2024>.

However, information only goes back to August 2021 and is not available for the earlier time periods requested.

Page 5 of 8 provides a breakdown of waiting times between booking and appointment, with time bandings going up to "Over 28 days" (Information is not published for the time bandings requested below - See NHS digital publications [interactive tool](#)):

<https://app.powerbi.com/view?r=eyJrljoiODg3N2JiZGUtMDQxMC00ZDkyLThiYkE0NGZjZmU0YjAzMmFiliwidCI6IjM3YzM1NGlyLTg1YjAtNDdmNS1iMjlyLTA3YjQ4ZDc3NGVIMyJ9>

6. The longest time a patient waited between booking a GP appointment and the GP appointment taking place in days at your organisation with the appointment taking place in the calendar year of 2023?

This information is not held by the ICB. Please see above response to questions 1-5 for available published information.

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