

06/09/2023

NN-ICB/23/415

Dear Requestor

RE: Freedom of Information Request

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we partially hold the information that you have requested. A response to each part of your request is below and attached.

In the request you asked:

For the years 2019, 2020, 2021, 2022, and 2023 (to 30th June), please provide the below information.

- How many people reported to casualty/A&E departments in your ICB area with primarily **dental-related issues and complaints**.

Please see attached Excel spreadsheet. Please note that providers started to submit ECDS data in 2020, the information has been provided from 1st January 2020 to 30th June 2023, however the January to March 2020 data is subject to incompleteness or other data quality warnings.

- How many people in total reported to casualty/A&E departments in your ICB area.

Please see attached Excel spreadsheet. Please note that providers started to submit ECDS data in 2020, the information has been provided from 1st January 2020 to 30th June 2023, however the January to March 2020 data is subject to incompleteness or other data quality warnings.

The ICB do not hold the level of data requested as our systems do not record individual 'dental-related issues and complaints', we do hold and have provided information for the ECDS Chief Complaint of Facial pain (inc. toothache) to identify dental-related issues and complaints from the ECDS.

- If available, please provide figures on how many people reported to casualty/A&E departments in your ICB area with injuries stemming from attempts to perform their own dental care.

This level of detail is not captured in the ECDS data, therefore the ICB is unable to provide this.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham, NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations

under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information (FOI) Officer on behalf of *NHS Nottingham and Nottinghamshire Integrated Care Board*

notts.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence \(OGL\)](#) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via notts.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.