

13/11/2023

NN-ICB/23/496

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 do not hold the information that you have requested. A response to each part of your request is below.

In the request you asked:

- Could you please offer some further information as to what increases in resources has been put in place to manage the increase in patients to Trentside Medical practice.
- Can I ask if there has been an increase in GP and nursing availability to manage this increase of services to patients.

The ICB does not hold the information requested above. You may wish to contact Trentside Medical Group to request this information. Contact details for the practice can be found on their website - <https://www.trentsidemc.co.uk/contact/>

- I have experienced extreme difficulties getting a GP appointment at Trentside Medical practice prior to this merger and would like further information as to how patient confidence can remain and that they will receive the service required for those seeking medical assistance. Look forward to hearing from you.

The ICB is unable to answer this part of your request as it does not ask for recorded information which is covered by the Freedom of Information Act 2000.

The Freedom of Information Act 2000 provides public access to information held by public authorities. The Act covers all recorded information that is held by a public authority in England, Wales and Northern Ireland, and by UK-wide public authorities based in Scotland. The Act does not cover information that is not already in recorded form.

Examples of recorded information include:

- Printed documents
- Computer files
- Letters
- Emails
- Photographs
- Sound or video recordings

You may wish to contact Trentside Medical Group directly to discuss access to GP appointments at the practice. Contact details for the practice can be found on their website - <https://www.trentsidemc.co.uk/contact/>

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.