

10/10/2025

NN-ICB/25-1317

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 15 September 2025, regarding access to GP appointments for older people without internet access. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we partially hold the information requested.

Please find below our response to your request:

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 Nottingham and Nottinghamshire, 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
 - b. Telephone booking
 - c. In-person booking

Within Nottingham and Nottinghamshire ICB's area, there are 126 GP Practices and 100% of them offer patients the three booking options above.

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
 - b. Online – telephone consultation
 - c. Online – video consultation

The ICB does not hold this information, but all booking options are available to all patients.

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?

Alternative options available to patients to enable them to access GP services, other than the internet, are by attending on site in-person or by telephone.

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

In this link - [Primary Care - NHS Nottingham and Nottinghamshire ICB](#) – please see the ‘Useful Information’ section which lists the Practices covered by the Nottingham and Nottinghamshire ICB.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has 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, Director of Corporate Affairs 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

nnicb-nn.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 nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.