Nottingham and Nottinghamshire Integrated Care Board

05/03/2025

NN-ICB/25-1112

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 2 March 2025, regarding complaints that relate to pressure care. 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 do hold the information requested. However, all of the information you requested has been withheld.

Please find below our response to your request:

Please provide copies (with personal information redacted if necessary) of:

- The 2 complaints made to the ICB in 2023 that relate to or mention pressure care (including, but not limited to, pressure sores, pressure ulcers or bed sores)
- The 1 complaint made to the ICB in 2024 that relates to or mentions pressure care (including, but not limited to, pressure sores, pressure ulcers or bed sores)

The ICB does hold this information however the information contained within each of the complaints cannot be disclosed as it could potentially identify the individuals involved, especially if combined with other data, and this would constitute a breach of the Data Protection Act 2018. Therefore, this information is exempt from disclosure under section 40(2) of the Freedom of Information Act 2000 on the grounds that it is personal information.

As defined by the Data Protection Act, personal data constitutes as:

> "Personal data" means any information relating to an identified or identifiable living individual.
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> "Identifiable living individual" means a living individual who can be identified, directly or indirectly, in particular by reference to -
>
> (a) an identifier such as a name, an identification number, location data or an online identifier, or
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> (b) one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual.

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.