

13/11/2025

NN-ICB/25-1357

Dear Requestor

**Re: Freedom of Information Request**

Thank you for your request for information, received on 13 October 2025, and your clarification received on 20 October 2025, regarding patient surveys on mental health 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:**

The request relates specifically to mental health and dentistry services commissioned by NHS Nottingham and Nottinghamshire ICB. The timeframe for all requests is January 1, 2023, to October 31, 2025, covering documents, data, or correspondence held by NNICB as a commissioner of services. I understand NNICB does not provide direct patient care but commissions services, so the request seeks information on commissioning processes, outcomes, and related complaints.

1. "Anonymized patient surveys from local Healthwatch on ICB MH access and waits, 2023-2025"

*(refers to mental health (MH) services, seeking surveys or reports from Healthwatch Nottingham & Nottinghamshire on patient experiences with mental health access and waiting times)*

Please find below a link to a Healthwatch Report on patient experiences with mental health access and waiting times - [HWNN-SMI-Report-Specialist-Mental-Health-Services.pdf](#).

2. "Reports on ICB commissioning gaps (e.g., 8x MH vs. physical waits)"

*(refers to mental health (MH) and dentistry commissioning, seeking reports or data showing disparities, such as longer mental health waiting times compared to physical health (e.g., 16,522 mental health patients waiting over 18 months vs. 2,059 for physical health)*

Nottingham and Nottinghamshire ICB does not hold this information, as it does not hold any specific reports relating to this.

3. "Feedback on ICB PCREF implementation for MH disparities"

*(refers to the Patient and Carer Race Equality Framework (PCREF), seeking records of feedback or evaluations on how NNICB addresses racial disparities in mental health commissioning)*

The progress of implementation of PCREF, within mental health providers, is monitored through contract review meetings between the ICB and individual providers. Providers must give the ICB assurances that they have embedded the framework within their organisational governance processes and are reporting on a regular basis on their progress.

4. "Records of HRA complaints tied to ICB services" *refers to Human Rights Act 1998 (HRA) complaints, seeking records of complaints related to mental health or dentistry services (e.g., breaches of Article 8 for patient data or Article 3 for suffering due to delays).*

Nottingham and Nottinghamshire ICB does not hold this information, as complaints are not categorised under the 'Human Rights Act' within our complaints process. Therefore, we are unable to provide data in this specific format.

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