

07/11/2025

NN-ICB/25-1361

Dear Requestor

**Re: Freedom of Information Request**

Thank you for your request for information, received on 13 October 2025, regarding accessing GP services in light of the shift towards digital. 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.

**Please find below our response to your request:**

Under the Freedom of Information Act 2000, I am writing to request further information to better understand how older adults are accessing GP services within your ICB area, particularly in light of the shift towards a "digital by default" approach as part of the NHS 10-year plan.

Please provide the following information in relation to your ICB area:

**1. Mitigation measures in your ICB:**

The steps your ICB has taken to ensure that older adults are not disadvantaged by the shift to "digital by default" within the NHS 10-year plan.

The contractual changes that came into effect on 1 October 2025 will ensure parity of accessibility to all registered patients through a choice of telephone, attending the practice and online access. The ability for a patient to access a practice via the telephone or attending the practice has not changed.

**2. Examples of good practice:**

Please provide examples of good practice from GP surgeries in your area that specifically support access for older people, including initiatives to maintain or enhance face-to-face access and ensure they are not adversely affected by the move towards "digital by default".

Patients can access their GP practice via the telephone, attending the practice or online. The ability for a patient to access a practice via the telephone or attending the practice has not changed.

**3. Complaints:**

Data on the number of complaints submitted in relation to difficulties booking GP appointments in your ICB area between 1<sup>st</sup> April 2024 and the 31<sup>st</sup> March 2025?

We have received 56 complaints relating to difficulties in booking GP appointments within the ICB area between 1<sup>st</sup> April 2024 and the 31<sup>st</sup> March 2025.

If you know of a GP practice in your area that you believe exemplifies outstanding involvement of older people, we would be grateful if you could share their contact details so we may get in touch with them.

In order for the ICB to process your request successfully, please can you clarify your request and confirm what recorded information you require. Examples of recorded information include: Printed documents, Computer files, Letters, Emails, Photographs, Sound or video recordings.

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.