

13/01/2026

NN-ICB/25-1440

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 15 December 2025, regarding NHS 111. 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.

Details of your request:

1. Has the Nottingham and Nottinghamshire Integrated Care Board commissioned the accessibility of all NHS 111 online assessments to the Emergency Departments (ED) in all of your Trusts?
2. If so, please provide the date(s) when this commissioning took place?
3. If not, please confirm the reasons why it has not been commissioned, and whether the Nottingham and Nottinghamshire Integrated Care Board has plans to commission this in the future.

Our response to your request:

Acute Trust ED	Question 1: Commissioned	Question 2: Date	Question 3: Reasons
Doncaster and Bassetlaw Hospitals - Bassetlaw ED	Yes	24/11/2020	N/A
Nottingham University Hospitals – QMC ED	No	N/A	There is indirect access for 111 Online patients to Queens Medical Centre ED and Kings Mill Hospital ED, this is via the ED validation profile. This involves a clinical call back to the patient. This process provides consistent access to on-line and telephony users and supports use of alternatives to ED. No current plans to change this process.
Sherwood Forest Hospital - Kings Mill ED	No	N/A	

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.