

09/06/2026

NN-ICB/26-1590

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 28 April 2026, regarding patient access, population need, and waiting times across services. 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:

Please provide information covering the period 1 January 2020 to 31 December 2025 (or the most recent data available).

1. Patient access challenges

- a) What does the ICB identify as the biggest challenges for patients accessing NHS services during this period?

The Freedom of Information Act 2000 provides a right of access to recorded information held by public authorities. It does not require organisations to create new information or provide opinions or interpretations where these are not already held in recorded form.

The ICB does not hold a single recorded document that identifies “the biggest challenges” in the terms described.

- b) Please provide any needs assessments, access reviews, performance reports or summaries used to identify these challenges.
- c) Please provide any aggregated patient feedback themes relating to access barriers (including GP access, referrals, diagnostics, treatment, transport or digital exclusion).

In light of the response to Question 1a, Questions 1b and 1c are not applicable.

2. Common and highest-need conditions

- a) Please provide a list of the most common long-term conditions within your ICB population.

The most common long-term conditions within NHS Nottingham and Nottinghamshire ICB's population include:

- Depression and anxiety

- Chronic pain
 - Asthma
 - Diabetes
 - Coronary heart disease
 - Chronic obstructive pulmonary disease (COPD).
- b) Please identify which conditions or patient groups are assessed as having the highest need, complexity, or demand on NHS services.

Groups identified as having higher levels of need and complexity include:

- Individuals on an end-of-life care pathway
 - Individuals living with moderate to severe frailty
 - Individuals with multiple long-term conditions.
- c) Please provide any analysis held on multimorbidity, including common condition groupings and their impact on service use.

Analysis of the impact of multimorbidity can be found on page 19 of the ICB's 5-year population health strategy - [5 Year Population Health Strategy](#).

3. High-frequency service users

- a) Please provide any definition used by the ICB for high-frequency or high-intensity users of NHS services.
- b) Please provide any data or analysis held on:
- Numbers or proportions of high-frequency users
 - The most common conditions or needs associated with these patients
 - Services most frequently accessed

Nottingham and Nottinghamshire ICB does not hold this information, as information relating to high frequency or high intensity users is typically collated by provider organisations. You may wish to contact individual providers to request this and how to submit a Freedom of Information request to each provider can be found on their website links below:

- Nottingham University Hospitals NHS Trust - <https://www.nuh.nhs.uk/freedom-of-information>
- Sherwood Forest Hospitals NHS Foundation Trust - [Freedom of Information | Sherwood Forest Hospitals](#)
- Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust - <https://www.dbth.nhs.uk/contact/freedom-of-information/>
- Nottinghamshire Healthcare NHS Foundation Trust - <https://www.nottinghamshirehealthcare.nhs.uk/c-freedom-of-information>.

4. Longest waiting lists and waits

- a) Please provide a list of the services, specialties or conditions with the longest waiting times in the ICB area.
- b) For each service identified, please provide:
 - Average waiting time
 - Number of patients waiting
 - Number of patients waiting longer than national standards (e.g. 18 or 52 weeks)

This information is publicly available from NHS England:

- [Statistics » Referral to Treatment \(RTT\) Waiting Times](#)
- [Statistics » Consultant-led Referral to Treatment Waiting Times Data 2025-26](#).

- c) Where available, please include data for:

- Orthopaedics
- Cardiology
- Pain management
- Mental health services (adult and CYP)
- Dementia / memory assessment services
- Diabetes services or diabetes-related complications

This information is publicly available from NHS England:

- [Statistics » Referral to Treatment \(RTT\) Waiting Times](#)
- [Statistics » Consultant-led Referral to Treatment Waiting Times Data 2025-26](#)
- [NHS England » Mental health access and waiting time standards](#).

5. Trends and system response

- a) Please indicate whether access pressures, demand and waiting times increased, decreased or remained stable between 2020 and 2025.

The overall referral to treatment (RTT) waiting list has remained relatively stable in the last couple of years at just over 120,000 people. The number of people waiting over 52 weeks was over 5,000 at the start of 2024 and this reduced to less than 3,000 in May 2026.

This information is publicly available and accessible on the NHSE website: [Statistics » Consultant-led Referral to Treatment Waiting Times Data 2025-26](#).

- b) Please provide details of system-wide actions or plans to address the highest-need conditions and longest waits.

The 5-Year Strategic Commissioning Plan to tackle the challenges faced by our local population is published on the Nottingham and Nottinghamshire ICB website and contains the details of system-wide action plans: [Five-Year Strategic Commissioning Plan - NHS 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 Governance and Assurance 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.