



Lincolnshire
Integrated Care Board

Lincolnshire Integrated Care Board

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08 March 2024

FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 72578

I refer to your email of 20 February 2024 requesting information in relation to complaints made to the ICB concerning the practice of a physician associate.

I can confirm on behalf of NHS Lincolnshire Integrated Care Board (ICB) and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold some of the information that you have requested. Please see further details below:

I am writing to request the following information under the Freedom of Information Act 2000.

Please state the number of complaints made to the ICB concerning the practice of a physician associate (PA) working in general practice for each month since the establishment of ICBs in July 2022. (i.e. monthly data from July 2022 up to and including January 2024). Please log the data by the month in which the incident took place rather than the month in which the complaint was made.

Please provide data for any and all ICBs you represent.

I can confirm that from July 2023 to date the ICB have not managed any complaints in relation to a Physician Associate. For complaint information/data pre-July 2023, prior to the ICB taking over delegated responsibility for the management of complaints, I would recommend you contact [NHSE England](https://www.nhs.uk) directly.

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM Greater East Midlands Commissioning Support Unit
FOI TEAM/Corporate Communications Team
1st Floor, St John's House
East Street
Leicester
LE1 6NB

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the ICB.

The Information Commissioner can be contacted at: telephone 0303 123 1113,
email icocasework@ico.org.uk and <https://ico.org.uk/global/contact-us/>

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Yours faithfully

Lindsay Parker
Senior Freedom of Information Officer

**On behalf of
NHS Lincolnshire ICB**