



**Lancashire and
South Cumbria
Integrated Care Board**

Please contact: Access to Information
Team
Email: MLCSU.FOITeam@nhs.net
Direct tel: 01782 916875

Level 3, Christ Church Precinct
County Hall
Fishergate Hill
Preston
PR1 8XB

15 March 2024

t: 0300 373 3550
www.lancashireandsouthcumbria.icb.nhs.uk

Re: Your request for information under the Freedom of Information Act 2000
Ref no: FOI-3877-LSC

Thank you for your request dated 20 February 2024.

We can confirm that the ICB does not hold the information you requested.

Please find our response to your questions below:

1. 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.

We have carried out a search of the case management system using those terms and it did not return any results.

Right of Appeal

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within 40 working days from the date this response was issued.

To request an internal review

You can request this by contacting the FOI team by email at MLCSU.FOITeam@nhs.net or by post to Leyland House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the CCGs FOI complaints procedure. The ICO can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

Yours sincerely

Professor Craig Harris – Chief Operating Officer

**On behalf of Kevin Lavery
ICB Chief Executive**