

Please contact: Access to Information Team

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Lancashire Business Park
Centurion Way
Leyland
PR26 6TT

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6 March 2023

Dear

Re: Your request for information under the Freedom of Information Act 2000
Ref no: FOI-2851-LSC

Thank you for your request dated 23 January 2023.

We can confirm that the ICB does hold the information you requested.

Please find our response to your questions below:

1. What measures did you take during the consultation process to contact/involve hard to reach groups. For example, how did you contact/involve people with disabilities?

All patients were sent a letter and a survey asking for comments, distributed by the practice on the ICB's behalf without their involvement. It would be a question for the practice as to how hard to reach groups were contacted.

2. How did you contact/ involve people with visual impairment?

As above.

3. How did you contact/involve people whose first language is not English etc.

As above.

4. I would like specific examples of what you did.

As above.

5. How did you measure the success of contacting hard to reach groups?

All response were fed into the development of the service specification.

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 two calendar months 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 Jubilee 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

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