

Please contact: Access to Information Team

Email: [MLCSU.FOITeam@nhs.net](mailto:MLCSU.FOITeam@nhs.net)

Direct tel: 01782 872648

Chorley House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR26 6TT

23 March 2023

Tel: 01772 214232  
[www.lancashireandsouthcumbria.icb.nhs.uk](http://www.lancashireandsouthcumbria.icb.nhs.uk)

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

Further to your email dated 6 March 2023 in which you advised you found the response you had received in relation to your FOI request submitted to NHS Lancashire and South Cumbria ICB unacceptable.

Your initial request asked the following;

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. The ICB statement recognised that more could have been done on engagement and involvement of local people including activity to involve hard to reach groups. For this reason the procurement process has been abandoned. View the statement here: <https://www.lancashireandsouthcumbria.icb.nhs.uk/news-and-media/latest-news/whc-220223>**

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.**

We have reviewed the response we initially provided and the ICB uphold their decision that the information provided was accurate at the time the request was made.

The ICB were not involved with the distribution of the letters to patients registered at Withnell Health Centre as the ICB do not have access to their systems and were not able to have access to patient identifiable data held by the practice. The ICB asked the GP practice to distribute the letter and the survey to its patients as part of the patient participation process.

## **Right of Appeal**

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](http://www.ico.gov.uk)

Yours sincerely

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