

Please contact: Access to Information Team

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

Direct tel: 01782 872648

16 September 2022

Dear

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-2559-LSC**

Thank you for your request dated 09/09/22.

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

Please find our response to your questions below:

Q1	<p>Your Question:</p> <p>Would it be possible to receive the following information regarding your current wheelchair services and approved wheelchair repair services contracts for your ICB please? Understanding ICBs were formally created only recently and that you may not have updated contracts, this could be the collection of current contracts from your constituent CCGs.</p> <p>Who is your WCS provider?</p>
	<p>Our Response:</p> <p><b><i>Lancashire Teaching Hospitals NHS Foundation Trust.</i></b></p>
Q2	<p>Your Question:</p> <p>Do you carry out a regular customer satisfaction score on your WCS provider? How is it done and scored? What scale is used?</p>
	<p>Our Response:</p> <p><b>The ICB do not hold this information please redirect your question to the provider</b></p> <p><b>Lancashire Teaching Hospitals NHS Foundation Trust.</b> <a href="https://www.lancsteachinghospitals.nhs.uk/">https://www.lancsteachinghospitals.nhs.uk/</a></p>

Q3	Your Question:  What is the current customer satisfaction score for your current WCS provider?
	Our Response:  <b>The ICB do not hold this information please redirect your question to the provider</b>  <b>Lancashire Teaching Hospitals NHS Foundation Trust.</b> <a href="https://www.lancsteachinghospitals.nhs.uk/">https://www.lancsteachinghospitals.nhs.uk/</a>

### **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](mailto: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](http://www.ico.gov.uk)

Yours sincerely

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