

Please contact: Access to Information Team

Email: MLCSU.FOITeam@nhs.net

Direct tel: 01782 872648

Chorley House
Lancashire Business Park
Centurion Way
Leyland
PR26 6TT

6 February 2023

Tel: 01772 214232
www.lancashireandsouthcumbria.icb.nhs.uk

Dear

Re: Your request for information under the Freedom of Information Act 2000
Ref no: FOI-2782-LSC

Thank you for your request dated 16 January 2023.

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

Please find our response to your questions below:

1. Did you consult with the residents of each of the three villages that make up the area covered by the practice – Withnell, Brinscall and Abbey?

Registered patients were engaged with.

2. What were the results of the consultation process?

From the engagement, 94% of patients completing the survey are satisfied with the service they are receiving; of those responses, 36% of patients suggested some improvements could be made.

3. How were those views put at the heart of decision making?

Feedback received from practice patients was considered when agreeing the final service specification.

4. How long was the consultation process?

The engagement process was carried out over three weeks.

5. What form did the consultation/s take?

Patients were engaged via a survey - a letter was sent to every patient containing a link to an online survey. A hard copy of the survey was also enclosed with the latter. Hard copies of the survey were also available from the practice.

6. How many responses did you receive?

592

7. How were people contacted?

The practice contacted registered patients via a letter. They also sent texts to patients with mobile phones.

8. What weighting was given to the public's views as part of the decision-making process.

Feedback received from practice patients was considered when agreeing the final 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**