

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

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

14 February 2023

Dear

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-2813-LSC**

Thank you for your request dated 17 January 2023.

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

Please find our response to your questions below:

1. How many of the 5,300 patients registered at the Health Centre and resident in the area covered by the Centre were consulted?

**All of the patients registered at the Health Centre were engaged with.**

2. How long was the consultation process?

**The engagement process was carried out over three weeks**

3. How were the patients consulted?

**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. The practice also contacted registered patients by sending texts to patients with mobile phones**

4. What were the results of the consultation process?

**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**

5. How did the views of those patients inform the decision making?

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

6. How was the large number of submissions from patients received between December 2022 and 13th January 2023 evaluated by the ICB?

**NHS Lancashire and South Cumbria ICB have read and are dealing with the emails and letters submitted to the ICB**

## **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**