

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

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

14 February 2023

Dear,

Re: Your request for information under the Freedom of Information Act 2000
Ref no: FOI-2835-LSC

Thank you for your request dated 18 January 2023.

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

Please find our response to your questions below:

We are all patients at Withnell Health Centre, and like the thousands of others who have heard of our health centre being taken over, we are furious about this whole situation.

1. Have you consulted with any of the residents of Withnell, Brinscall or Abbey Village? (You haven't asked me)

Yes, registered patients were engaged with

2. When did you consult with us? (No one I know has been consulted)

The engagement survey was open between Tuesday 15 February to Tuesday 8 March.

3. How did any such consultation take place?

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 letter. Hard copies of the survey were also available from the practice. They also sent texts to patients with mobile phones.

4. How many responses have you had?

592 responses were received

5. What consideration did you give to the people's feelings on the take over? (None so far - I suspect)

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

I haven't been asked, nor have any of my family or Friends. Or indeed have any residents of our villages that I have spoken to.

This whole situation is disgusting in the way it is being handled. (Something stinks about this decision) someone must account for the reasons behind this, and for the way the tender was considered. The company who has been awarded the tender has a seriously bad background. (Check their record)

I, and well over a thousand other residents of our villages have signed a petition against the proposed take over, and many of us have also written or emailed our local MP Sir Lindsay Hoyle to let him know of our objections.

No one I have spoken to is in favour of losing our health centre. Dr Anne Robinson and all the team at Withnell Heath Centre are doing a fantastic job. Why do you feel the need to change things?

This is asking for an opinion; the FOI act is aimed at information that is held in a recorded format at the time a request is made and not based on opinion therefore; we are unable to respond to this question.

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**