

Please contact: Access to Information Team

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07 December 2023

**Re: Your request for information under the Freedom of Information Act 2000**  
**Ref no: FOI-3651-LSC**

Thank you for your request dated 12 November 2023.

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

Please find our response to your questions below:

Q1	<p>Your Question:</p> <p>Does your ICB have a policy regarding abuse, violence or aggression towards primary care staff by patients? If so, please could you provide a copy or link to it?</p>
	<p>Our Response:</p> <p><b>NHS Lancashire and South Cumbria ICB does not hold this information. Primary care organisations have their own policies for this, as separate employers to the ICB.</b></p>
Q2	<p>Your Question:</p> <p>Does your ICB have a policy regarding stalking and harassment (i.e. repeated intrusions) of primary care staff by patients? If so, please could you provide a copy or link to it?</p>
	<p>Our Response:</p> <p><b>Please refer to Q1.</b></p>
Q3	<p>Your Question:</p> <p>Does your ICB have a policy regarding primary care staff who experience domestic abuse? If so, please could you provide a copy or link to it?</p>
	<p>Our Response:</p> <p><b>Please refer to Q1.</b></p>

## **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**