

**Reference:** FOI.ICB-2223/166

**Subject:** Corporate Services and Customer Services

*I can confirm that the ICB **does hold some of the information requested**; please see responses below:*

QUESTION	RESPONSE
<p>1. The director/executive/other who has responsibility over C/Services</p>	<p>Integrated Care Board (ICB) Customer Services Team:</p> <ul style="list-style-type: none"> <li>- Michael Richardson (Deputy Director of Nursing and Quality) - direct Manager</li> <li>- Rosi Shepherd (Chief Nursing Officer) - Executive Director</li> </ul>
<p>2. The date ICB Customer Service stopped accepting complaints against GP Surgeries and the reason why;</p> <p>a. Can you tell me just who this ICB CS Team are NOW taking complaints from? Since they no longer take complaints about GP's dentists, etc ?</p> <p>b. Do you know what date that the NHS gave this CS Team the authority to accept complaints about GP's from the public? Was this a national decision, or a local one?</p>	<p>Since becoming an ICB on 1<sup>st</sup> July 2022, NHS England advised that due to legislation changes they would manage all GP complaints, and this came into effect in November 2022.</p> <p>The Customer Services (CS) team take complaints from members of the public in relation to NHS services in the BNSSG (Bristol, North Somerset and South Gloucestershire) area, if the complaint relates to something that is not commissioned by the ICB then the team will acknowledge the complaint, redirect where appropriate and inform the complainant.</p> <p>The new arrangement came into effect in November 2022 as a result of national legislation changes.</p>

<p>3. How many staff worked in Customer Service Dept in Sept 2022, and how many work there today? The date any CS staff member it last carried out an investigation. Who made the decision? How is the number of complaints received in a given period [eg June - Dec 2022] affected by funding and/or staffing?</p>	<p>The ICB Customer Services team had 3 members of staff in September 2022 and continue to have 3 members of staff today.</p> <p>The ICB customer services team does not carry out complaint investigations, the team facilitates the process by liaising with appropriate service providers who undertake or commission investigations.</p> <p>The number of complaints received was not affected by staffing or funding of the customer services team, resourcing of the team remained static during the stated period.</p>
<p>4. The FOI Team informed me a "check" had been put on new customers where emails would not be forwarded without permission. What is a "check"? How is it recorded officially, eg in a policy?</p>	<p>When the Freedom of Information (FOI) Team receives an email which would be more appropriately answered by another team, and is not an enquiry under the FOI Act or Data Protection Legislation, the FOI Team will check whether consent has been provided by the enquirer to forward on, if not, the FOI team will respond to the email with the appropriate team's contact details, rather than forwarding the email directly.</p> <p>This new process has been included in the FOI Team's internal procedures documentation.</p> <p>The FOI Policy is reviewed regularly and the above process will be considered for inclusion when the policy is next reviewed.</p>

***The information provided in this response is accurate as of 2 February 2023 and has been approved for release by Rob Hayday, Associate Director of Corporate Services / Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.***