

**Reference:** FOI.ICB-2324/028

**Subject:** ICB Staff and Generic Signatures

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

QUESTION	RESPONSE
1. What does NHS 'Access' fully mean? [at a local level, as at Sept/2022]	Patient access means access to NHS services within agreed national targets, legislative requirements and/or local targets where no national target is available.
2. Does the Customer Service Team/ICB have a hidden quota of complaints to reach (eg, a number in order to gain access to funding)?	No
3. Until Nov/December 2022 BNSSG ICB had a criteria on its website for customer primary care complaints but it has now been removed. It stated, if I recall, that 'patient access' is the only criteria a complaint can be made [at Primary level, I assume], and further stated, the ICB could not accept complaints on clinical or on data protection grounds. Please can you give me access to that removed criteria.	<p>NHS England are responsible for complaints regarding primary care.</p> <p>The ICB has reviewed the website regarding how to make a complaint: on the ICB website, information for the public about making a complaint about a GP practice is available on this page: <a href="https://bnssg.icb.nhs.uk/about-us/faqs/">https://bnssg.icb.nhs.uk/about-us/faqs/</a></p> <p>Information about making complaints is also available on these pages: <a href="https://bnssg.icb.nhs.uk/contact-us/">https://bnssg.icb.nhs.uk/contact-us/</a> <a href="https://bnssg.icb.nhs.uk/contact-us/making-a-complaint/">https://bnssg.icb.nhs.uk/contact-us/making-a-complaint/</a></p> <p>The information included on these pages was published on the ICB website on 1<sup>st</sup> July 2022 when it was launched and has not been changed since.</p> <p>An archive of the old CCG website, and all documents included on the site, can be accessed here:</p>

<https://webarchive.nationalarchives.gov.uk/ukgwa/20200717210849/https://www.bnssgccg.nhs.uk/>

4. As at 17 April 2023, please provide me with the exact names of ICB staff, along with job titles, within each team:

- A. Customer Service Team
- B. Information Team
- C. Clinical Team ... and
- D. what are the names of any other BNSSG ICB teams, with their staff names and job titles please?

Clarification received 02/05/23:

- Your website in Feb /2023 used the term 'Information Team' only. This has now been removed, I see and a new website put up - I now cant find the word team at all. IF IT MEANS FOI TEAM THEN USE THAT CRITERIA So you just follow my instructions - going by that past website. You know more than I do. Maybe ICB re-named FOI Team with the above, we cant be certain.
- Again, Your website in Feb /2023 used the term 'Clinician Team' only. This has now been removed, I see and a new website put up. So you just follow my instructions - going by that past website. I did not see anywhere several Clinician team[S].
- I was asking for the specific staff names that are within each specific team. I am not asking for all ICB staff names and job titles generally.

The ICB has responded to question 4B previously. The names of the team members in the Freedom of Information Team have been provided within FOI.ICB-2223/153.

The ICB's structure charts for external publication are being developed.

The names and job titles of ICB staff can be found on the ICB Declarations of Interest register. This register is being updated to reflect the new job titles of some staff members.

<https://bnssg.icb.nhs.uk/about-us/governance/governance-policies/register-of-interests/>

<ul style="list-style-type: none"> <li>If in doubt just give us anything / on any team, that is employed by ICB [I assume] with the word 'Team' in it. If Team does not exist use a similar term, such as 'group'. CST I assume remains the same.</li> </ul>	
<p>5. Audits. How often are the standards of Customer Service Team audited, and by whom?</p>	<p>There is an internal audit programme which is agreed annually by the ICB Audit and Risk Committee. Audits are undertaken when there is a need to do so. The ICB has not asked the internal auditors to undertake an audit of the work of the Customer Services Team.</p>
<p>6. How many staff if known, are using generic signatures in order to not be personally identified.</p>	<p>The ICB guidance on individual signatures from its intranet is as follows:</p> <p><b>Initial email signature</b>  <b>Name</b>  <b>Job Title</b>  NHS Bristol, North Somerset and South Gloucestershire ICB  360 Bristol, Marlborough Street, Bristol, BS1 3NX  <b>Telephone:</b> 0117 9XX XXXX / XXXXX XXXXXX  <b>Email:</b> <a href="mailto:firstname.lastname@nhs.net">firstname.lastname@nhs.net</a>  <b>Website:</b> <a href="http://bnssg.icb.nhs.uk">bnssg.icb.nhs.uk</a></p> <p>Some individuals/teams in the ICB also access/use generic mailboxes using generic signatures.</p>
<p>7. Do they hide their name/ID tags from the Public, when they meet them?</p>	<p>ICB Staff are directed in the use of their ID badges in two policies, the Health and Safety Management Policy and Security Policy. Due to the recent organisation change, please read ICB for CCG.</p> <p>The ICB Health and Safety Policy states:  4.6 All Staff</p> <p>Staff must: .....</p> <ul style="list-style-type: none"> <li>– Remove identity badges when outside work premises and travelling in vehicles.</li> </ul>

The ICB Security policy states:

Security Policy

“3.5. Individual members of staff are required to:

3.5.5. Ensure that CCG ID is worn and visible whenever on CCG premises or on CCG business – except when doing so would place the individual at risk.

Managers at all levels have a responsibility to:

...3.7.2. Ensuring that every member of staff obtains a security ID badge and that the badge is worn and visible at all times whilst the staff member is on CCG premises or on CCG business.

The ICB has a duty of care to its staff and where there is cause for concern, staff will be supported in withholding their personal information.

***The information provided in this response is accurate as of 26 May 2023 and has been approved for release by Rob Hayday, Chief of Staff for NHS Bristol, North Somerset and South Gloucestershire ICB.***