

Reference: FOI.ICB-2425/230

Subject: ICB Complaints Handling of Primary Care and ICB Commissioned Hospital & Community Services

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

QUESTION	RESPONSE
<p>The following <u>questions cover both the ICB's delegated responsibility, from 1 July 2023, for Primary Care complaints handling and the ICB's handling of complaints about ICB-commissioned Hospital and Community Services. These duties are set out variously in The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009), the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (the 2009 and 2014 Regulations) and delegated functions for primary care complaints handling under the Health and Social Care Act 2022.</u></p> <p>I would like to request the following information:</p>	
<p>1. How does your Integrated Care Board deliver its complaints handling function? Please select all that apply.</p> <ul style="list-style-type: none"> a. The Integrated Care Board directly provides <u>both</u> the primary care and hospital and community health services complaints handling responsibilities. b. The Integrated Care Board directly provides <u>only</u> the primary care complaints handling responsibility. c. The Integrated Care Board directly provides <u>only</u> the hospital and community health services complaints handling responsibility. 	<p>G – All trusts, Primary Care, hospital and health services are responsible for handling their own complaints.</p> <p>However, the ICB are available to help manage complaints at a patient's request.</p>

<p>d. The Integrated Care Board delegates <u>both</u> primary care and hospital and community health services complaints handling responsibilities to a host organisation (i.e. another ICB or a Commissioning Support Unit).</p> <p>e. The Integrated Care Board delegates <u>only</u> the primary care complaints handling responsibility to a host organisation (i.e. another ICB or a Commissioning Support Unit).</p> <p>f. The Integrated Care Board delegates <u>only</u> the hospital and community health services complaints handling responsibility to a host organisation (i.e. another ICB or a Commissioning Support Unit).</p> <p>g. Other (please specify).</p>	
<p>2. What budget (in £) did your Integrated Care Board allocate to complaints handling in the financial year 2023/4 (1 April 2023 to 31 March 2024)? This could include the value of any sub-contracts you have made to commissioning support units or other ICBs to manage complaints handling on your behalf. If it is not possible for you to source this information, please provide an estimate.</p>	<p>£133,571</p>
<p>3. How many staff (FTE) were employed by your Integrated Care Board to handle complaints on 1 March 2024 (or the nearest possible date, please state what this date is)? If it is not possible for you to source this information, please provide an estimate.</p>	<p>2 x FTE and 1 x PT (part time)</p>

<p>4. Does your ICB have a target response time for responding to complaints? If so, please state the target response time.</p>	<p>35 days</p>
<p>5. What was the average complaint response time in the financial year 2023/4 (1 April 2023 to 31 March 2024)</p>	<p>84.37 days for 437 complaints closed in this period.</p> <p>This average includes all multi discipline complaints the ICB handle where we work with other providers, trusts and partners who input into formal response. We often have to allow longer periods of time for these responses to reach us and to go through clinical reviews and quality assurance checks.</p>

The information provided in this response is accurate as of 21 October 2024 and has been approved for release by Rosi Shepherd, Chief Nursing Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.