FOINHSD26/1963

NHS Devon
Aperture House
Pynes Hill
Rydon Lane
Exeter
EX2 5AZ

d-icb.foi@nhs.net

Tel: 01392 205205

Dear,

Re: Request for information under Freedom of Information Act 2000

Thank you for your request under the Freedom of Information Act 2000.

NHS Devon Integrated Care Board (ICB) is confirming in accordance with Section - (1) (a) of the Act, whether it holds the information requested and (b) is supplying it unless otherwise specified.

NHS Devon can confirm it holds part of the requested information. Please see our response set out on page 2 of this letter.

You requested the following information.

1. **how the ICB assures its NHS acute providers' compliance with NHS Standard Contract Service Condition SC12 (the Accessible Information Standard), including any report, return, audit or assurance meeting paper held since April 2024;**

2. **whether any contract, quality schedule or assurance framework the ICB holds with those providers includes a requirement, indicator or KPI on the quality, accessibility or review currency of written patient information (and if so, the wording of that requirement);**

3. **the job title (not the name) of the role in the ICB responsible for assuring the Accessible Information Standard across its providers.**

Response

The ICB does not include any requirements for providers to report compliance against the Accessible Information Standard.

Any breaches reported would be managed on a case-by-case basis in line with GC9 Contract Management.

There is not specifically identified lead for this standard, as is the case for many contract standards.

Satisfaction

We trust this matter has been dealt with to your satisfaction but if there is anything you need clarifying, please do not hesitate to contact the office on 01392 205205 or emailing d-icb.foi@nhs.net Please remember to quote the reference number at the top of this letter in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision or make a complaint, you can write to the office and arrangements will be made for an independent review. You can write directly to the NHS Devon Chief Executive Officer if you prefer using the "contact us" details displayed on the NHS Devon website.

If you remain dissatisfied with the outcome of the independent review, you have the right to appeal again to the Information Commission at:
Information Commission, Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510

Yours sincerely,

The Freedom of Information Office
NHS Devon Integrated Care Board