



Our Ref: PW/AKB/FOI-07-478

26<sup>th</sup> July 2023

Stafford Education & Enterprise Park  
Weston Road  
Stafford  
ST18 0BF

Sent by email

Telephone: 0300 123 1461

Dear Sir/Madam

**FOI-07-478**

**Your request for information under the Freedom of Information Act 2000**

Thank you for your request for information received on the 21<sup>st</sup> July 2023. We can confirm that the Staffordshire and Stoke-on-Trent Integrated Care Board can provide the following information.

An anonymised copy of this response will be made publicly available on the ICB website.

Please see our responses in blue below:

**I am enquiring about information regarding texting and tariffs in Integrated Care Board's and GP practices. Would you happen to know whether the Integrated Care Board or the GP's pay for text messaging costs?**

**We would like to assist researchers in how they can cost this into their application and advise them how text messaging costs will be viewed, the pricing structures and systems they use etc.**

In terms of Staffordshire and Stoke-on-Trent ICB, the ICB currently pay for General Practice text messaging costs associated with Online Consultation type activity and other patient facing messaging platforms.

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 an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at [StaffsStokeFOI@staffsstoke.icb.nhs.uk](mailto:StaffsStokeFOI@staffsstoke.icb.nhs.uk) or by post to the address at the top of this letter.

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



**Staffordshire and  
Stoke-on-Trent**  
Integrated Care Board

cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board's 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

**Paul Winter**  
**Associate Director of Corporate Governance**