

Reference: FOI. ICB-2526/349

Subject: Policies, Procedures or Guidance Documents for the Handling of Correspondence Marked as Confidential

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

QUESTION	RESPONSE
<p>1. Please provide any internal policies, procedures or guidance documents that set out:</p> <ul style="list-style-type: none"> a. How correspondence marked as confidential and addressed to the ICB Chair is to be handled. b. The role of the Corporate team in triaging or forwarding such correspondence. c. The circumstances in which such correspondence may be routed to the Customer Services function. 	<p>a. Correspondence for the Chair, is sent to the Chair's inbox with any appropriate alerts. Depending on the content, this correspondence may initially or additionally be sent to the appropriate team within the ICB e.g. requests for information may also be sent to the Information Rights Team for action or advice</p> <p>b. Correspondence from members of the public is sent through many routes. The most commonly used method of communication is as published: https://bnssg.icb.nhs.uk/contact-us/. However, once an individual is aware of ICB email addresses, these do get used. In the event that the Corporate team inbox is sent correspondence for the Chairs attention, this would be forwarded to the Chair.</p> <p>c. Complaints are shared with Customer Services for transparency and accurate data recording through DATIX.</p>
<p>2. Please provide any standard operating procedures or protocols that govern access by Customer Services staff to emails sent to the Corporate mailbox and/or to Board members' mailboxes.</p>	<p>There is nothing in the Customer Services SOP (standard operating procedure) that relates to this. Information can be shared across the ICB without patient consent but not outside of the ICB.</p>

The information provided in this response is accurate as of 15 January 2026 and has been approved for release by Rob Hayday, Chief of Staff for NHS Bristol, North Somerset and South Gloucestershire ICB.