



Department  
of Health &  
Social Care

Freedom of Information Team  
Department of Health and Social Care  
39 Victoria Street  
London SW1H 0EU

[www.gov.uk/dhsc](http://www.gov.uk/dhsc)

Mr Tony N Guise

By email to: [request-1170079-0d560605@whatdotheyknow.com](mailto:request-1170079-0d560605@whatdotheyknow.com)

1 October 2024

Dear Mr Guise,

**Freedom of Information Request Reference FOI-1530059**

Thank you for your request dated 3 September to the Department of Health and Social Care (DHSC), a copy of which can be found in the accompanying annex.

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

DHSC does not hold the information you requested. However, you may wish to contact NHS England, which may hold information relevant to your request.

NHSE contact details are here, <https://www.england.nhs.uk/contact-us/foi>.

If you are not satisfied with the handling of your request, you have the right to appeal by asking for an internal review. This should be sent to [freedomofinformation@dhsc.gov.uk](mailto:freedomofinformation@dhsc.gov.uk) or to the address at the top of this letter and be submitted within two months of the date of this letter.

Please remember to quote the reference number above in any future communication.

If you are not content with the outcome of your internal review, you may complain directly to the Information Commissioner's Office (ICO). Generally, the ICO cannot make a decision unless you have already appealed our original response and received our internal review decision. You should raise your concerns with the ICO within three months of your last meaningful contact with us.

Guidance on contacting the ICO can be found at <https://ico.org.uk/global/contact-us> and information about making a complaint can be found at <https://ico.org.uk/make-a-complaint>.

Yours sincerely,

Freedom of Information Team  
[freedomofinformation@dhsc.gov.uk](mailto:freedomofinformation@dhsc.gov.uk)

## Annex

From: Tony N Guise <request-1170079-0d560605@whatdotheyknow.com>  
Sent: Tuesday, September 3, 2024 8:38 AM  
To: FreedomofInformation <freedomofinformation@dhsc.gov.uk>  
Subject: Freedom of Information request - Costs of setting up and running NHS Online and 111

[You don't often get email from request-1170079-0d560605@whatdotheyknow.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Dear Department of Health and Social Care, Please provide:

- a) the costs of establishing the NHS Online and the 111 telephone helpline service; and,
- b) for the most recent year reported, please confirm the costs of maintaining NHS Online and the 111 service. If this is available in the DHSC accounts please provide the link to the latest accounts and confirm the relevant page number.

Thank you.

Yours faithfully,

Tony N Guise