Dear

Further to your request for information dated 10 October 2016 the information requested is below

1a. Does the CCG currently have any procedures in place to reduce non-urgent/unnecessary GP referrals for hospital treatment? (yes or no)

NHS Dartford Gravesend and Swanley Clinical Commissioning Group does have procedures in place to reduce non-urgent/unnecessary GP referrals for hospital treatment.

1b. If yes, please provide details: please state which areas/specialities the policy covers, how long it has been in place and how long it will apply.

In common with all Kent and Medway Clinical Commissioning Groups, NHS Dartford Gravesend and Swanley Clinical Commissioning Group has a Referral and Treatment Criteria policy which details treatments that are either not routinely funded or that are subject to defined eligibility criteria. This policy can be found on the CCG's website

https://www.dartfordgraveshamswanleyccg.nhs.uk/search/?q=RaTC

1c. If there is no current policy, are there any plans to implement one within the next three months? If so, please give details as in 1b.

This work is ongoing and will continue over then next 6 months.

2a. Does the CCG currently have any policies in place to reduce inappropriate GP referrals for diagnostic tests? (yes or no)
NHS Dartford Gravesham and Swanley Clinical Commissioning Group does currently have policies in place to reduce inappropriate GP referrals for diagnostic tests.

2b. If so, please give details stating which tests are included, how long this policy has been in place and how long it will apply.

The above mentioned Kent and Medway Referral and Treatment Criteria Policy covers some diagnostic tests.

In addition, the CCG does not commission certain diagnostic tests on a direct access basis (meaning that a GP cannot refer only for that test to take place). These tests covered in this category are MRI, CT scans and other more complex tests. Patients can, however, be referred to the relevant speciality where the tests will be undertaken if the consult feels appropriate.

2c. If there is no current policy, are there any plans to implement one within the next three months? If so, please give details as in 2b.

N/A

3a. Does the CCG have any policies to reduce inappropriate A&E attendances? If so, please specify.

NHS Dartford Gravesham and Swanley Clinical Commissioning Group does have policies to reduce inappropriate A&E attendances. The CCG is working closely with health and social care partners to reduce inappropriate attendances. This includes communication plans to raise awareness of appropriate alternatives to A&E e.g. Minor Injuries Units and Pharmacies. There is also work underway to identify and support very frequent users of emergency services in order to avoid inappropriate attendances.

3b. Does the CCG have any policies to redirect patients who have arrived at A&E inappropriately – eg to primary care/pharmacy. If so, please provide details.

Yes. Patients presenting inappropriately at A&E are not redirected, but following initial streaming by an Emergency Nurse Practitioner, will be advised on what would have been more suitable alternatives, in order to raise their awareness for future times when they need to access health services.

If you have any queries or concerns please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service that you have received in relation to your request and wish to make a complaint or request a review of our decision you should write to Complaints. NHS Dartford Gravesham and Swanley Clinical Commissioning Group
If you are not content with the outcome of your complaint or review, you may apply to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Clinical Commissioning Group. The Information Commissioner can be contacted at:

| Information Commissioners Office,          |
| Wycliffe House,                           |
| Water Lane,                               |
| Wilmslow,                                 |
| Cheshire                                 |
| SK9 5AF                                  |
| Telephone: 08456 306060 or 01625 54 57 45 |
| www.ico.gov.uk                           |