Dear

Further to your request for information dated 11 October 2016 the information requested is below

- **Does the CCG operate or commission, a referral management centre that assesses referrals by local GPs?**

  NHS Dartford Gravesham and Swanley Clinical Commissioning Group does not operate or commission a referral management centre that assesses referrals by local GPs.

- **If yes, when was this introduced?**

  N/A

- **Which organisation(s) operates the referral management centre for the CCG?**

  N/A

- **Please list the relevant branches of medicine that fall under the referral management centre’s remit e.g. cardiology, gastroenterology, palliative care etc.**

  N/A

- **How much did the CCG spend on referral management centres for GP referrals in the past three financial years (2013-14, 2014-15, 2015-16)? Please break down by month**
• Does the CCG track or estimate savings made from using a referral management scheme? If yes, please give actual (or estimated) savings for past three financial years (2013-14, 2014-15, 2015-16)

N/A

• How many GP referrals did the CCG process over the past three financial years (2013-14, 2014-15, 2015-16)? Please break down by month

N/A

• Over the past three financial years (2013-14, 2014-15, 2015-16) how many referrals from GPs were rejected? (approx. if necessary) Please break down by month

N/A

• For this time period please state how many referrals were returned for the following reasons:
  i.) Information missing in the referral
  ii.) Not meeting criteria for commissioning policies and clinical referral guidelines
  iii) A specialist has reviewed the referral and advised the GP on how to treat the patient or has requested other investigations should be carried out ahead of a referral
  iv) Any other reason

*Please state any other reasons for rejecting a referral and say how many rejections there were of each type*

N/A

• For the past three financial years (2013-14, 2014-15, 2015-16) how many complaints has the CCG received about its referral process?

N/A

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