Ref No: DGS 182
20 January 2017

Dear

Further to your request for information dated 22 December 2016 the information requested is below

1. **How many reports of hospitals breaching the new rules on workload dump have you received from practices? Please can these figures be broken down for each hospital the complaint was made against.**

   NHS Dartford Gravesham and Swanley Clinical Commissioning Group has received a small number of informal comments from practices relating to unnecessary workload from Dartford & Gravesham NHS Trust, for example, when asking GP’s to chase up results of diagnostics/tests for a discharged inpatient, completion of sick notes when more appropriate to be completed by the hospital, appropriate use of consultant to consultant referrals rather than asking GP’s to re-refer. As these have been a small number of information comments (i.e. at locality meetings) we cannot provide a specific number of complaints.

2. **What action or sanctions has the CCG enforced so far?**

   NHS Dartford Gravesham and Swanley Clinical Commissioning Group set out a list of guidelines in partnership with Dartford & Gravesham NHS Trust for both GP’s and Hospital doctors to abide by. This has been in place since September 2015 and is currently under review.

3. **Please can you share any documents the CCG has produced setting out its policy for managing inappropriate workload dump by hospitals**
NHS Dartford Gravesham and Swanley Clinical Commissioning Group has not produced a specific policy on this but has included appropriate wording in the contract regarding responsibilities.

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 2nd Floor Gravesham Civic Centre Gravesend Kent DA12 1AU or email at dqscgg.complaints@nhs.net

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

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