Ref No: DGS 239
29 March 2017

Dear

Further to your request for information dated 2 March 2017 the information requested is below

Please can you tell me how many Serious Untoward Incidents each CCG you are responsible for has recorded relating to your 111 service provider in:

a. 2014/15
b. 2015/16
c. 2016/17

NHS Dartford Gravesham and Swanley Clinical Commissioning Group has not had any serious untoward incidents in any of the above years.

Please also specify the name of the 111 provider.

KMSS 111

Where the provider has changed in the past three years, please specify the SUIs under the previous contract.

N/A

Please can you also attach any annual (or quarterly) reports of these incidents produced by the CCG (or NHS 111 provider if held) since 2015.

NHS Dartford Gravesham and Swanley Clinical Commissioning Group provides monthly reports. Copies of these can be provided if required.
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 Gravesend and Swanley Clinical Commissioning Group 2nd Floor Gravesend Civic Centre Gravesend Kent DA12 1AU or email at dgsccg.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                    |

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