Dear

Further to your request for information dated 27 September 2017 the information requested is below

1) What is the geographical patch you commission GP out of hours services for and how many patients does this cover?

The whole of Dartford, Gravesham and Swanley. The current funded population is 264,000. The number of patients who are covered fluctuates throughout the year, but anyone who is registered with a GP in this is covered.

2) What is the name of the current provider of GP out of hours services for this patch?

The current provider is IC24.

3) How many errors and serious incidents (or equivalent) were reported to the CCG relating to GP out of hours services, in the following:

a. 2015 0
b. 2016 0
c. 2017 to date (please state the date range) 1

4) Please provide copies of any reports on the service’s safety that have been produced in this period.

I can confirm that NHS Dartford Gravesham and Swanley Clinical Commissioning Group does hold the information you requested, however, we consider this
information is exempt under Section 21 of the Act as the information is reasonably accessible to the Applicant by another route. Quality is reported at each Governing Body meeting, as such the information is held on NHS Dartford Gravesham and Swanley Clinical Commissioning Group’s Website

https://www.dartfordgraveshamswanleyccg.nhs.uk/?s=governing+body+papers

5) If the CCG does not collect this information, please set out how it records and evaluates is the safety of the service, and provide any information collected that supports this.

Please see response to question 4 above.

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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 dgscgg.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.