Ref No: DGS 143
1 December 2017

Dear

Further to your request for information dated 6 November 2017 the information requested is below

At the current time, the information requested is not available to the CCG; however, a new tool has been commissioned nationally to measure GP appointments and activity for practices. As part of the General Practice Forward View, NHS England has committed to a new reporting tool to enable commissioners and general practices to view information on appointment capacity, utilisation and access across the week. Implementation of the General Practice Workload Tool is been phased across our practices to provide appointment activity over time.

The GP workload collection which started in September 2017 includes data on number of appointments, appointment time, appointment types and mode, healthcare professional associated with the appointments, appointment cancellations and indication of appointment availability. Once the collection process and data quality assurance is finalised, the data will be aggregated and shared at CCG and STP level.

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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 dqscbg.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.