Ref No: DGS 152

5 December 2017 Dear

Further to your request for information dated 16 November 2017 the information requested is below

NHS Dartford Gravesham and Swanley Clinical Commissioning Group has in place a Kent and Medway Clinical Commissioning Groups’ (CCCGs’) schedule of policy statements for healthcare interventions, and referral and treatment criteria (RATC). This outlines a few procedures that should not be referred to unless certain criteria are met. You can find a copy of this publicly available policy on our website by clicking the link


Therefore there should be very few people who, after they have been referred, do not receive treatment due to smoking or having a BMI over 30, because if the policy has been followed, they should not have been referred in the first place.

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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.