Dear

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

The total value per annum for the community service’s contract held by Virgin Care is £11.9 million.

The contract is subject to the non-acute tariff inflator/deflator published by NHS England / NHS Improvement each year.

The services tender were for

**Long Term Conditions Care Incorporating**

- Community Nurses
- District Nursing Teams providing full range of domiciliary nursing for predominantly housebound patients. Services included but are not limited to Wound Care, Continence, Medication Administration and review,
- Palliative Care Support
- Matrons focused on long term conditions support and management
- Specialist Long Term Care Nurses
- Out of Hour nursing – this is provided by the Rapid Response Service and operates across the 24hour period

**Intermediate Care & Rehabilitation Incorporating**

* Community Hospital Inpatient Beds.
* There are two Community Hospitals providing inpatient facilities, providing nursing intervention and rehabilitative care for older people:
- The Livingstone Hospital Dartford, Step Up and Step Down Service with 24 beds
- The Sapphire Unit at Gravesend Community Hospital
- Intermediate Care incorporating Rapid Response
- Community Neuro-Rehabilitation

**Planned Care**

- Community Podiatry
- Speech & Language Therapy Services
- Clinical Nutrition and Dietetics

**Continence Service**

**Phlebotomy Service**

- The Gravesend Community Hospital

Since the service was tender for Virgin Care are also providing Flu Immunisation Programme for Housebound patients. This has a value of £12,000 per annum

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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 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:

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Information Commissioners Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF
Telephone: 08456 306060 or 01625 54 57 45
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Please remember to quote the reference number above in any future communications.