Dear

Further to your request for information dated 1 December 2017 the information requested is below

Confirmation of whether the NHS Dartford, Gravesham and Swanley CCG has implemented NHS England guidance Excellence in Continence Care, published in December 2015

All providers are required contractually to deliver evidence based services. This includes working towards and/or compliance with new guidance that it released.

Minutes of any meeting confirming the implementation of such guidance

Following a rapid review of relevant minutes held by the CCG, there are no Minutes where this is specifically referenced.

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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:

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.