Dear

Freedom of Information Request

Further to your request for information dated 12 March 2018 the information requested is below.

Please could you provide information to the following questions:
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>1. Does the CCG operate or commission a referral management service?</td>
<td><strong>NHS Dartford, Gravesham and Swanley Clinical Commissioning Group</strong> does not have a Referral Management Service. Does operate referral triage for MSK and Ophthalmology related conditions</td>
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| 2. If yes when was this scheme procured by the CCG and when did it come into operation? | **MSK** – commenced April 2017  
**Ophthalmology** Commenced November 2016                                                                                           |
| 3. If no, does the CCG plan to implement a referral management service in the next two years? | No further plans currently                                                                                                           |
| 4. Do you deliver this service yourself or is it commissioned from an external organisation? | Both services are commissioned by external organisations                                                                                                                                       |
| 5. If commissioned from an external organisation, please state who?     | **Ophthalmology** – The Practice Group  
**MSK** – Healthshare, Kent Community Health, Dartford & Gravesham NHS Trust                                                                 |

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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](mailto: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](http://www.ico.gov.uk)

Please remember to quote the reference number above in any future communications.