Ref No: DGS 227
27 March 2018

Dear

Freedom of Information Request

Further to your request for information dated 20 March 2018 the information requested is below.

NHS Dartford Gravesham and Swanley Clinical Commissioning Group does not currently have a standalone business continuity plan for Prescription Ordering Direct. A whole system business impact analysis of the CCG’s Medicines Management function (including POD) has been undertaken. This informed a need for a POD business continuing plan which is currently being worked on.

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