Dear

Freedom of Information Request

Further to your request for information dated 23 March 2018 the information requested is below

1. How many reports of hospitals breaching the new rules on workload dump have you received from practices? Please can these figures be broken down for each hospital the complaint was made against.

NHS Dartford Gravesham and Swanley Clinical Commissioning Group (CCG) does not have a log of the number of reports from practices that came into the CCG within that time period, but have kept a log for 2017-18 onwards.

2. What action or sanctions has the CCG enforced so far?

A forum is in place for the CCG Clinical Chair to raise specific issues with the Trust Medical Director for resolution, but no specific sanctions have been put in place currently.

3. Please can you share any documents the CCG has produced setting out its policy for managing inappropriate workload dump by hospitals

DGS CCG has had the attached document in place since September 2015 – this was widely shared with all GP practices in DGS and with all clinical staff at Dartford & Gravesham NHS Trust. This document is currently being reviewed with the aim to produce a revised version in due course, in line with the revised standard NHS contract.

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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.