Ref No: DGS 230
13 April 2018

Dear

Freedom of Information Request

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

1. Has your CCG(s) implemented direct booking of GP appointments from NHS 111?
   I can confirm NHS Dartford Gravesham and Swanley CCG has not currently implemented direct booking of GP appointments from NHS 111.

2. What percentage of callers to NHS 111 are given the option of booking an in-hours GP appointment?
   Not Applicable.

   What percentage of the callers that are offered the option of booking an in-hours GP appointment take up the offer?
   Not Applicable.

3. How many GP appointments in your CCG(s) are reserved for NHS 111 direct booking?
   Not Applicable.

4. Of the GP appointments that are reserved for NHS 111, how many are booked through the direct booking service?
   Not Applicable.
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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 dgscrg.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.