Dear

Freedom of Information Request

Further to your Freedom of Information Request dated 27 June 2018 please see formal response below

1. Please could you provide the following information in excel format (also attached):

   Please see attached.

   There are 3 hubs in DGS. The CCG is in the process of designing a service model that will inform number of appointments and utilisation rates.

2. Please explain any changes to the service, including service provider or service specifications, since the start of the pilot program, including any reduction of hours or shift from GP face-to-face consultations to an alternative appointment type.

   This information is not available at the planning phase of the project.

3. In 2017/18 how much did the CCG spend marketing evening and weekend GP appointments?

   N/a

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use any information supplied for the purposes of private study and non-commercial research without requiring permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs.

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 Gravesend and Swanley Clinical Commissioning Group 2nd Floor Gravesend 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.