31 August 2018

Dear

Freedom of Information Request – DGS 099

Thank you for your recent request for information made under the Freedom of Information Act 2000, which was received by NHS Dartford Gravesham and Swanley Clinical Commissioning Group (CCG) 20 August 2018. The information you have requested is below.

1) Has your CCG(s) implemented direct booking of in-hours GP appointments from NHS 111?

NHS Dartford Gravesham and Swanley Clinical Commissioning Group has not implemented direct booking of in-hours GP appointments from NHS 111.

2) What percentage of callers to NHS 111 are given the option of booking an in-hours GP appointment?

0%

3) What percentage of the callers that are offered the option of booking an in-hours GP appointment take up the offer?

0%

4) How many GP appointments in your CCG(s) are reserved for NHS 111 direct booking?

0

5) Of the in-hours GP appointments that are reserved for NHS 111, how many are booked through the direct booking service?

0
We hope that this has dealt with your request for information however, should you remain dissatisfied, you have the right to request that we conduct an internal review of your request.

If you would like us to conduct such a review please contact us within two months of this letter using the contact details below:
E-mail: swccg.northkent.foi@nhs.net
Post: FOI, NHS Dartford Gravesham and Swanley Clinical Commissioning Group, 2nd Floor, Gravesham Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU.

Your request for an internal review will then be processed in accordance with our Freedom of Information Policy, a copy of which can be found on our website: 
www.dartfordgraveshamswanleyccg.nhs.uk

If you are still dissatisfied following the internal review, you have the right under Section 50 of the Freedom of Information Act 2000 to appeal against the decision by contacting the Information Commissioner. The Information Commissioner provides full and detailed guidance on the Freedom of Information Act, and on when and how to complain.

Please find below the link to their website page and their helpline number.
https://ico.org.uk/for-the-public/official-information/
Helpline number: 0303 123 1113

In line with the Information Commissioner’s directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. An anonymised version of our response will therefore be posted on our website.

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