Dear

Freedom of Information Request – DGS 152

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) on 27 November 2018. The information you have requested is listed below together with the response:

Please tell me if the CCG is responsible for commissioning out-of-hours services within the area?

NHS Dartford Gravesham and Swanley Clinical Commissioning Group is responsible for commissioning out-of-hours services.

If yes, approximately what is the size of the population covered?

260,000 approximately

Please tell me how many GPs are on duty on a typical weekday night shift (eg Wednesday 5th /Thurs 6th December) between the hours of 6.30pm and 8am?

The provider of Out of Hours services is IC24. There is a specific contract for Dartford, Gravesham and Swanley (DGS) CCG, and this is supported by IC24 working across several other areas of Kent (and beyond). This enables some of GPs, particularly for the ‘Speak to’ telephony based part of the service to work together to provide the response. The service is GP led and includes GPs and other competent clinicians to manage the demand.

In DGS there is an evening model of service until 12midnight and an overnight model from 00:00hrs – 08:00hrs. The evening model there are two competent clinicians to attend to base and visits activity and with at least one GP either on site or remotely serving as an additional ‘Speak 2’ resource. Overnight model the service has one clinician in the base supported (for winter pressures) by one remote ‘Speak 2’ clinician. This model is what defines a 100% rota fill but there are have mitigations when the service cannot fill these shifts dependent on demand and patient need.

Please tell me how many GPs are on duty on a typical weekend day shift (eg Saturday 8th December) between the hours of 8am and 6.30pm?
The optimum model for North Kent specifically would be 2 clinicians, 4 ‘Speak 2’ clinicians (including West Kent) and one clinician to support the POSL for North Kent and West Kent roving car manned by a clinician to offer further visiting capacity.

Please tell me how many GPs are on duty on a typical weekend night shift (eg Saturday 8th/Sunday 9th December) between the hours of 6.30pm and 8am?

For North Kent 2 clinicians supported by 1 ‘Speak 2’ clinician

Please tell me how many nurses or nurse practitioners are on duty on a typical weekday night shift (eg Wednesday 5th/Thurs 6th December) between the hours of 6.30pm and 8am?

As above, the model is not driven by specific clinicians. IC24’s model dictates that for every shift filled by a non-GP there has to be a GP resource in the service to support the non-GP clinicians. This is underpinned by process and SOPs.

Please tell me how many nurses or nurse practitioners are on duty on a typical weekend day shift (eg Saturday 8th December) between the hours of 8am and 6.30pm?

Please see above

Please tell me how many nurses or nurse practitioners are on duty on a typical weekend night shift (eg Saturday 8th/Sunday 9th December) between the hours of 6.30pm and 8am?

Please refer to the above

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 Gravesend and Swanley Clinical Commissioning Group, 2nd Floor, Gravesend 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.