Dear

Freedom of Information Request – DGS 163

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 5 December 2018. The information you have requested is listed below together with the response:

1) What is the geographical patch the CCG commissions GP out of hours services for and how many patients does this cover?

Dartford Gravesham and Swanley with a population of approximately 265,000

2) What is the name of the current provider of GP out of hours services for this patch?

IC24

3) How many errors and serious incidents (or equivalent) were reported to the CCG relating to GP out of hours services, in the following:
   a. 2017

   1 – Diagnostic incident including delay meeting SI criteria (including failure to act on test results) reported 26 May 2017

   b. 2018 (please provide the most up-to-date information possible and state up to which month this covers)

   1 – Diagnostic incident including delay meeting SI criteria (including failure to act on test results) reported 24 April 2018

4) How many occasions has there been no GP cover in the OOH service provided because of a lack of available GPs, in:
   a. 2016
   b. 2017
   c. 2018 (please provide the most up-to-date information possible and state up to which month this covers)
NHS Dartford Gravesham and Swanley Clinical Commissioning Group does not hold this information. If you have not already done so, you may like to contact IC24 who may hold this information.

info@ic24.nhs.uk

5) Please provide copies of any reports on the service’s safety that have been produced in this period.
6) If the CCG does not collect this information, please set out how it records and evaluates the safety of the service, and provide any information collected that supports this.

In relation to questions 5 and 6 above, NHS Dartford Gravesham and Swanley Clinical Commissioning Group has a contract which includes a number of key performance indicators (KPIs) and quality metrics. These are reviewed as part of monthly contract and performance meetings.

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.