Dear

Freedom of Information Request – DGS 179

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 10 January 2019. The information you have requested is listed below together with the response:

1. Currently, do you provide a form of care navigation in your area?

   a. If yes:

   What term do you use to describe people undertaking this role (i.e. care navigator, link worker, community connector)?

   Previously called care navigators and Personal Independence Co-Ordinators (PICs, part of an Age UK model) Since October 2018, all posts of this kind have been re-named Community Navigators. These are paid specialist posts.

   Who provides it (e.g. receptionists, practice manager, paid care navigator, volunteer)?

   Paid navigators employed by voluntary sector partners

   b. If no:

   i. What factors have shaped your decision not to provide this service? N?A

   ii. Do you intend to provide such a service in the near future? Or did you provide the service and stop it? If so, why?

If you do not currently and have not in the past provided a care navigator service, the rest of the questions are not applicable. Thank you for your time.

If you currently provide such a service, or have in the past, we would be grateful if you answered these final questions.
2. If you currently run (or have in the past) a type of care navigator service:
   a. Who is (was it) open to (i.e. all patients or specific groups, such as older people, people with mental health problems)?

   Currently available to all adults with complex needs/frailty; the expectation is that the majority of clients will be older.

   b. How do (did) people get referred to the service (e.g. by a professional, self-referral)?

   Can be referred by a professional or self-referral. The majority will be identified through primary care.

   c. Who provides (provided) the service (e.g. an outside organisation, the CCG, local practices)?

   Local voluntary sector organisations Age UK and Imago, and Sevenoaks District Council in partnership with other organisations. Service currently being re-commissioned in collaboration with Kent County Council.

3. If you currently or have in the past provided a care navigator type service, have you evaluated it?
   a. If yes, please can you provide us with a copy of the evaluation report, or with details of how we can access this.

   Please see attached report

   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.