Dear

Freedom of Information Request – DGS 176

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) Does NHS Dartford, Gravesham and Swanley CCG use an electronic incident/risk management system?

NHS Dartford Gravesham and Swanley Clinical Commissioning Group does use an electronic incident/risk management system.

2) If yes to question 1, what is the name of the system you use? For Risk Management we use Pentana Performance, a cloud based Risk Management software

For Risk Management, the CCG uses Pentana Performance, a cloud based Risk Management software.

3) In relation to the system named in question 2, do you use the system for any other functions other than the reporting and management of incidents? Yes in relation to Pentana Performance

Yes, in relation to Pentana Performance.

4) If yes to question 3, could you please detail what additional functions the system is used for (i.e complaints management and risk management)? Pentana Performance is used for the management of risks but also as a Project Management tool

Pentana Performance is used for the management of risks but also as a Project Management tool.
5) Could you please provide the cost of the system named in question 2 for the last financial year (2017/18)?

£11,545.27

6) If possible, could you please provide the cost of the system named in question 2 for the last 5 financial years?

£37,755.27

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, 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.