REF DGS 179  
21 January 2019

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

1. Do you have a service level agreement with your GP out of hours provider? If so, please attach it.

NHS Dartford Gravesham and Swanley Clinical Commissioning Group has a contract including a number of key performance indicators (KPIs) and quality metrics, with our out of hour provider Integrated Care 24 (IC24). The CCG does not have refer to a service level agreement as such. The KPI element is answered below in questions 2 and 3 and the attached

2. What are the KPIs for your GP out of hours contract?

Please see attached

3. What was the performance against these KPIs since the beginning of the financial year (ie April 1 2018); please break down by month or other reporting period.

Please see attached

4. Do you require your OOH provider to have a minimum level of staffing across the hours covered? If so, please state what it is. Are the providers required to report to you if this minimum level has not been met and, if so, on how many occasions have they not met this level? (an occasion should be a full or partial shift from 6.30pm til 8.30am, on weekdays or any part of Saturday or Sunday.

The requirements are as stated in the KPI report, reported monthly. The provider is responsible for planning capacity to meet the requirements. Urgent Care leads have ongoing communication/discussions with all providers, including our OOH provider
around staffing. Where a gap in the OOH workforce is identified, for instance through sickness, the OOH provider puts contingency plans into place.

5. Have you had any serious incidents reported to you since April 1 2018 where delays in seeing or assessing patients played a part? Please give the date when each incident occurred, the outcome for the patient and whether an investigation has taken place and what that showed.

No serious incidents have been reported.

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.