12 March 2019

Dear

Freedom of Information Request – DGS 208

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 11 February 2019. The information you have requested is below.

1. The number of times in each of the last five years (2018, 2017, 2016, 2015, 2014) that NHS Dartford, Gravesham and Swanley CCG has been unable to staff out-of-hours GP services.

As part of this, could you also provide:

a. The amount of time (in minutes) where out-of-hours GP services have not been staffed as mentioned above.

b. Which hospital or NHS service the out-of-hours GP service covered.

Could you please provide this information as an excel spreadsheet with the following fields:

<table>
<thead>
<tr>
<th>Date (dd/mm/yyyy)</th>
<th>Hospital/Service</th>
<th>Time from</th>
<th>Time until</th>
<th>Total time (h:mm:ss)</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/01/2014</td>
<td>Example</td>
<td>10 am</td>
<td>8pm</td>
<td>10:00:00</td>
</tr>
</tbody>
</table>

In relation to both the questions asked above NHS Dartford Gravesham and Swanley Clinical Commissioning Group (DGS) does not hold this information as we commission the service. DGS has contacted our providers who have confirmed that they do hold the information that falls within the description specified above; however we have been advised by the provider that they have estimated that it will cost more than the appropriate limit to consider your request. The appropriate limit is specified in the Freedom of Information Act (2000) and is set at £450 for 18 staff hours. This represents the estimated cost of determining whether DGS holds the information, and locating, retrieving and extracting the information. Consequently DGS is not obliged under Section 12 of the Act to respond to your request and we will not be processing your request further.
In total there are 1095 records, which on average would take 1.5 – 2 mins per rota which span over a period of 4+ years. 1095 records would therefore take 36.5 hours to provide you with a full response to your request.

Should you wish to change or narrow the scope of your request, NHS DGS CCG may be able to provide the information free of charge, because it would costs less than the appropriate limit to do so. Any reformulated request we receive will be treated as a fresh FOI request. Should you require any assistance with narrowing and re-submitting your request, please contact the Information Services Manager on dgc.ccg@nhs.net.

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.