27 November 2018

Re: Request for information under the Freedom of Information Act 2000

Thank you for your email, dated 26 November 2018, making a request under the Freedom of Information Act 2000 for access to information which may be held by NHS Greater Preston Clinical Commissioning Group (CCG).

Please find detailed below NHS Greater Preston CCG’s response to your request, which is formatted as follows:-

1. Details of NHS Greater Preston CCG’s decision in regard to the information requested.
2. A schedule of all the records covered by your request.
3. A statement concerning copyright and re-use of public sector information.
4. Details of how you can appeal this decision should you wish to do so.

This letter addresses each of these parts in turn:-

1. Decision

I can confirm that NHS Greater Preston CCG does not hold the information requested.

2. Schedule of records/FOI response

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

   a. If yes:
      i. What term do you use to describe people undertaking this role (i.e. care navigator, link worker, community connector)?
      ii. Who provides it (e.g. receptionists, practice manager, paid care navigator, volunteer)?

   b. If no:
      i. What factors have shaped your decision not to provide this service?
      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)?
   b. How do (did) people get referred to the service (e.g. by a professional, self-referral)?
   c. Who provides (provided) the service (e.g. an outside organisation, the CCG, local practices)?

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.

**Response:** The CCG does not provide, or commission, care navigation services. This would be provided directly by individual GP practices, which would employ care navigators directly, or utilise its existing staff.

We would advise that your request may be best directed to the CCG’s member practices, details of which can be found on the CCG website at: https://www.greaterprestonccg.nhs.uk/our-gp-practice-members.

3. Copy and reuse of public sector information provided in FOI response

Most of the information provided by NHS Greater Preston CCG in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In the majority of cases the information will be owned by NHS Greater Preston CCG. The copyright for other information may be owned by another person or organisation, as indicated in the information itself: in this case you must apply to the copyright owner to obtain their permission.

You are free to use any information supplied for your own use, including for non-commercial research purposes. It may also be used for the purposes of news reporting. However, any other type of re-use, for example, by publishing the information or issuing copies to the public will require the permission of the copyright owner.

4. Right of appeal to FOI response

If you are dissatisfied with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you are entitled to complain in the following way:
Initially you should complain in writing to the freedom of information officer, either by email on gpccg.foi@nhs.net or post to Chorley House, Lancashire Business Park, Leyland, PR26 6TT, specifying why you feel you have been wrongly denied access to the information requested. The freedom of information officer will ensure your complaint is investigated under NHS Greater Preston CCG’s internal processes and provide you with a written response within 20 working days.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner’s Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Greater Preston CCG.

Yours sincerely

[Signature]

Helen Curtis
FOI Lead
Head of Quality and Performance