22 January 2019

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

Thank you for your further email, dated 17 January 2019, 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 holds part of the information requested.

2. Schedule of records/FOI response

Request: How many errors and serious incidents (or equivalent) were reported to the CCG relating to GP out of hours services, in the following:

a. 2017
b. 2018 (please provide the most up-to-date information possible and state up to which month this covers)

In relation to the above please can you provide the total number of incidents that occurred during 2017 and 2018 relating to GP out of hours services? So any other incidents that were not classed as serious.

Response: The CCG does not hold this level of information. Information reported to the CCG is for the whole of the integrated urgent care service and we are unable to break this down to incidents relating specifically to the out of hours service.
You may wish to redirect this request to the provider at:

gtd healthcare
New Century House
Progress Way
Off Windmill Lane
Denton
Manchester
M34 2GP

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]

Dr Sumantra Mukerji – Chair
Denis Gizzi – Chief Officer
Helen Curtis
FOI Lead
Head of Quality and Performance