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

Thank you for your email, dated 21 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 the information requested.

2. Schedule of records/FOI response

Request: Does NHS Greater Preston CCG use an electronic incident/risk management system? 2) If yes to question 1, what is the name of the system you use?

Response: The CCG uses an electronic software system, named Pentana, to hold some of its risk registers. We do not use an electronic system for incident reporting.

Request: 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? If yes to question 3, could you please detail what additional functions the system is used for (ie complaints management and risk management)?

Response: The CCG does not use the system for reporting and management of incidents. The CCG does, however, also use this system to manage information handled by the customer care team in relation to complaints, freedom of information requests,
general practitioner queries, MP enquiries, parliamentary ombudsman and legal cases and general enquiries. Additionally, it uses the system for project management, risk management and performance management.

Request: Could you please provide the cost of the system named in question 2 for the last financial year (2017/18)?
6) If possible, could you please provide the cost of the system named in question 2 for the last 5 financial years?

Response: The CCG is withholding this information under Section 41 (Information provided in confidence) and Section 43 (2) (Commercial interests) of the Freedom of Information Act 2000.

The CCG considers that to disclose the negotiated costs would prejudice the commercial interests of the provider.

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

Helen Curtis
FOI Lead
Head of Quality and Performance