2 January 2019

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

Thank you for your email, dated 11 December 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 holds part of the information requested.

2. Schedule of records/FOI response

Request: What is the geographical patch the CCG commissions GP out of hours services for and how many patients does this cover?

Response: The CCG commissions the out of hours GP service for patients living within the Greater Preston area. There are approximately 209,300 registered patients in these areas. It should be noted that this service is provided as part of an integrated urgent care service which includes minor injuries, out of hours, GP home visiting and deep vein thrombosis services.

Request: What is the name of the current provider of GP out of hours services for this patch?

Response: gtd healthcare.
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)

Response: Serious incidents are reported to the CCG via the Strategic Executive Information System (STEIS).

In 2017 there were less than 5. Due to the low number of serious errors/incidents reported the CCG is applying exemption on 40(2) (personal information), of the Freedom of Information Act 2000, as disclosure of this level of detail could lead to the identification of individuals, which would be in breach of the Data Protection Act 1998.

In 2018 there were no serious errors/incidents have been recorded (to end November 2018).

Request: How many occasions has there been no GP cover in the OOH service provided because of a lack of available GPs, in:

a. 2016
b. 2017
c. 2018 (please provide the most up-to-date information possible and state up to which month this covers)

Response: The CCG does not hold this information. 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

Request: Please provide copies of any reports on the service’s safety that have been produced in this period.

Response: The reports that are provided to NHS Chorley and South Ribble CCG by gtd healthcare cover the whole integrated urgent care service. Information relating solely to the GP out of hours service cannot be extracted from the data. There are no separate safety reports for this part of the service.

Request: If the CCG does not collect this information, please set out how it records and evaluates the safety of the service, and provide any information collected that supports this.
Response: In addition to STEIS monitoring, the CCG monitors the GP out-of-hours service and contract (as part of the integrated urgent care service contract) using quality indicators. Monthly performance reports are received along with quarterly quality monitoring reports. These are analysed and further assurances are obtained via the contractual route as appropriate. Monthly contract meetings are in place to facilitate this.

In addition, the CCG undertakes quality assurance visits to the provider in order to make further checks and obtain further information and intelligence about the service. There are two visits for each site per year (one announced and one unannounced). Reports from these visits are presented to the CCG’s Quality and Performance Committee as a further form of assurance. The CCG also attends a Joint Improvement Board meeting (with gtd healthcare and the local acute trust), which provides a forum for any incidents or issues to be resolved.

The CCG monitors the service’s quality and safety via Schedule 4 and Schedule 6 of the contract monitoring framework. Monitoring includes national operational and constitutional standards, and also local quality requirements.

Please see the attached document, which contains details of the quality standards monitored by the CCG.

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 gpcgc.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