12 March 2019

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

Thank you for your email, dated 10 March 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: Figures for the number of missed (outpatient) appointments over the previous financial year or calendar year (please specify dates, but whichever range is most readily available is acceptable) for General Practices in Preston CCG and Chorley and South Ribble CCG and Lancashire Teaching Hospitals.

If possible, please break this information down into individual GP practices and hospital sites.

Response: The CCG does not hold this level of information. Data relating to primary care appointments can be found in the public domain at: https://digital.nhs.uk/data-and-information/publications/statistical/appointments-in-general-practice/january-2019. Data relating to hospital appointments can be found in the public domain at: https://www.england.nhs.uk/statistics/statistical-work-areas/hospital-activity/.
Request: The approximate cost of missed appointments to Lancashire Teaching Hospitals, Preston CCG and Chorley and South Ribble CCG for the same date range as above. If possible, please break this down into individual sites.

Response: The CCG does not pay for missed appointments.

Request: Details of any discussions with public transport providers regarding public transport services to healthcare premises covered by Preston CCG, Chorley and South Ribble CCG and Lancashire Teaching Hospitals.

Response: The CCG has not had any discussions with public transport providers regarding transport to healthcare premises.

Request: The number of scheduled outpatient appointments per week at each hospital site and each GP practice (an average per week over the time period specified above will be sufficient).

Response: The CCG does not hold this level of information, however, it may be available via the links provided above. We can advise that practices are required by the CCG, in line with nationally agreed processes, to provide a minimum of 70 appointments per 1000 registered population.

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 gpcg.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