16 April 2019

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

Thank you for your email, dated 8 April 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**: Please provide us with a full copy of any bundle of public papers relating to the most recent meeting of your Primary Care Committee.

   **Response**: This information can be found on the CCG’s website at: https://www.greaterprestonccg.nhs.uk/archived-primary-care-commissioning-committee-papers.

   **Request**: Please identify up to three examples of specific areas where GP Patient Survey data has been used to inform the planning, development, and innovation of local primary care services within your area.

   **Response**: Three areas where GP patient survey data has been used are:
- Improving access- in our GP Quality Contract practices are required to offer 70 appointments per 1000 registered population with a prescribing clinician and are required to open 5 days per week 8:00am to 6:30pm.

- Commissioning 7 day access services from Primary Care Networks to allow GPs to have control over their access and use it as their population requires.

- Increasing online access using KPIs along with additional support and providing care navigation training to assist practices manage their office functions to allow them to utilise their time more effectively.

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