

20 July 2018

Dear

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

Ref no: CAS-03547-B6W6D6-CC
CAS-03547-B6W6D6-SAS
CAS-03547-B6W6D6-SE
CAS-03547-B6W6D6-ES
CAS-03547-B6W6D6-NS
CAS-03547-B6W6D6-SOT

Thank you for your correspondence dated 6 July 2018 making a request under the Freedom of Information Act 2000 for information which may be held by NHS Cannock Chase Clinical Commissioning Group (CCG), NHS East Staffordshire CCG, NHS North Staffordshire CCG, NHS Stafford and Surrounds CCG, NHS Stoke-on-Trent CCG and NHS South East Staffordshire and Seisdon Peninsula CCG.

You requested the following information and our response is detailed below:

Cannock Chase CCG, Stafford and Surrounds CCG and South East Staffordshire and Seisdon Peninsula CCG:

Commissioners do not commission an A&E based GP led streaming service.

East Staffordshire CCG:

Commissioners do not commission a GP led streaming service from Burton hospital. At Burton hospital its own A&E nurses redirect appropriate patients to the GP out of hours services where patients are offered appointments in the same way as direct referrals to out of hours are managed. Therefore, in this instance the questions do not apply to the services provided

North Staffordshire CCG and Stoke-on-Trent CCG:

Please see below the response to the FOI request for North Staffs & Stoke on Trent CCGs (this is a jointly commissioned service).

	North Staffs & Stoke on Trent CCG
Current A&E GP streaming service:	
1. Who is the contracted provider of A&E streaming GPs	Vocare Limited
2. What are the opening hours?	24/7; 365 days per year
3. How many GPs do you have working at any one time?	This level of information is not held by the CCG; the CCG only stipulates that a GP must be present and on site during the operational hours of the service.
4. What is the hourly pay?	Information not held by the CCG

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5. What is the seniority mix?	Information not held by the CCG
6. How many GPs do you have and how many vacancies?	Information not held by the CCG
7. What proportion are: a) locums, b) from local practices c) employed by the Trust, or d) other? (If other, please explain)	Information not held by the CCG
Between November 1 2017 and April 30 2018:	
8. How many patients were seen through A&E GP streaming?	17,713
9. What proportion were: a) dealt with in full, b) sent through to A&E, c) referred to their own GP or d) other?	7.5% discharged at streaming (self-care advice); 55.91% seen by a GP in the Urgent Care Centre; 36.56% streamed to A&E. Patients are not referred to their own GP.
10. How many patient complaints have you received concerning A&E GP streaming?	Services are jointly commissioned to include Out of Hours services therefore the number of complaints specific to A&E GP streaming is not routinely held by the CCG.

Right of appeal

Should you require any further information or clarification regarding this response, or do not feel that your request has been answered as you would expect, please contact the FOI team to discuss. However, if you remain dissatisfied with the service you have received in relation to your request and wish to request a review of our decision, this can be formally requested in writing and must be within a reasonable period of time (two calendar months) from the date this response was issued

Initially you should write to the freedom of information officer, either by email on MLCSU.FOITeam@nhs.net or post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you feel you have been wrongly denied access to the information requested. The freedom of information team will make sure your request is investigated by an independent reviewer who was not involved in the original consideration of your request and a written response will be provided within 20 working days.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioners Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Cannock Chase CCG, NHS East Staffordshire CCG, NHS North Staffordshire CCG, NHS Stafford and Surrounds CCG, NHS Stoke on Trent CCG and NHS South East Staffordshire and Seisdon Peninsula. The ICO can be contacted at:

Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

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<https://ico.org.uk/media/for-organisations/documents/1151/datasets-foi-guidance.pdf>

Yours sincerely



Sally Young
Director of Corporate Services, Governance and Communications

NHS Cannock Chase CCG
NHS East Staffordshire CCG
NHS North Staffordshire CCG
NHS South East Staffordshire and Seisdon Peninsula CCG
NHS Stafford and Surrounds CCG
NHS Stoke-on-Trent CCG

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