

05 April 2018

Dear

CCG Headquarters
First Floor
Staffordshire Place 2
Stafford
ST16 2LP
Tel: 01785 356944

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

Ref no: FOI-03245-W9B9-CC (NHS Cannock Chase CCG)

FOI-03245-W9B9-SAS (NHS Stafford and Surround CCG)

FOI-03245-W9B9-SE (NHS South East Staffordshire and Seisdon Peninsula CCG)

FOI-03245-W9B9-NS (NHS North Staffordshire CCG)

FOI-03245-W9B9-SOT (NHS Stoke on Trent CCG)

FOI-03245-W9B9-ES (NHS East Staffordshire CCG)

Thank you for your correspondence dated 15 March 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:

1. I am looking into how different CCGs are approaching the new models of working, focused on the interaction with secondary care in particular, trying to reduce A&E attendances and trying to shift services from hospitals to community.
 - **NHS North Staffordshire CCG and NHS Stoke on Trent CCG commission a Front of House model which involves all patients who attend A&E being clinically streamed. Should the clinician deem that the patient is suitable to be seen at the Urgent Care Centre by a GP, the patient is offered an appointment with a GP and treated appropriately. The patients who are streamed and not deemed suitable are booked into the emergency department. The CCGs also commission Walk in centres (Haywood and Leek) for minor injuries as well as a Primary Care Access HUB, based in Hanley from 8am – 8pm, 365 days per year. There is also a Primary Care Access Hub in Meir whereby GP appointments can be booked via 111 on a Saturday from 8.30am – 3.30pm.**
 - **NHS East Staffordshire CCG, have a number of Local Enhanced services undertaken by our practices, where some tests can be undertaken in Primary Care such as phlebotomy. However, there is not universal coverage of these types of services.**
2. I wonder if you could tell me about all CCGs you provide support:
Are there pathways, like for example a DVT pathway, that allows patients to be looked after without needing A&E but having tests organised by general practice that traditionally were done in secondary care?
 - **NHS North Staffordshire and NHS Stoke on Trent CCG have a DVT pathway for patients who attend A&E and for GP direct referrals. The service is based within University Hospitals of North Midlands in the Ambulatory Emergency Care Centre.**

- **NHS Stafford and Surround CCG, NHS Cannock Chase CCG and NHS South East Staffordshire ad Seisdon Peninsula CCG do have pathways which allow patients to be looked after without needing A&E and are continuing to develop such pathways. The CCGs are also commissioning our community provider to provide services closer to home such as IAPT and Diabetes. Please see the documentation attached.**
 - **NHS East Staffordshire CCG can confirm that our community provider is developing services and working with practices to develop community clinics for LTC. Our mental health trust is working with practices to create more accessible services for people with mental health in practice.**
3. Is there new community services with support from secondary care (like hospital diabetes staff or mental health staff working within practices premises to allow more patients to be looked after in the primary care setting?)

- **NHS North Staffordshire CCG and NHS Stoke on Trent CCG became a wave 1 site for the delivery of the Improving Access to Psychological Therapies/Long Term Conditions (IAPT/LTC) pilot from January 2017. Initially with NHS England funding there is now recurrent funding for the service which integrates IAPT therapists with community nurses with a focus on the holistic treatment of patients with a LTC. In North Staffs the 2 main LTC's focused on is diabetes and respiratory conditions. The service is delivered from GP practices, community health centres or the patient's home based on their choice. As part of the pathway there are clear links back to secondary services.**
- **NHS Stafford and Surround CCG, NHS Cannock Chase CCG and NHS South East Staffordshire ad Seisdon Peninsula CCG :-
The Improving Access to Psychological Therapies (IAPT) services are available to patients in primary and secondary care. There is also IAPT – Long Term Conditions (LTC) where IAPT teams are working within Community Health teams particularly for Diabetes and Respiratory.**

Please find attached the IAPT – LTC pathways for both providers in our 4 CCGs i.e.

- **South Staffs & Shropshire Healthcare NHS Foundation Trust (SSSFT)
East Staffs CCG, South East Staffs & Seisdon Peninsula**
- **Starfish:
Chase Emotional Wellbeing (CEWS)
Emotional Wellbeing in Stafford & Surrounds (EWISS)**

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

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Cannock Chase CCG Chair: Dr Mo Huda **Stafford and Surrounds CCG Chair:** Dr Paddy Hannigan
South East Staffordshire and Seisdon Peninsula CCG Chair: Dr John James **Interim Accountable Officer:** Paul Simpson

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