

# **NHS Bolton CCG**

## **Patient Services Activity and Analysis Report**

1 October 2016 – 31 December 2016



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# 1 INTRODUCTION

- 1.1 This report is prepared by Greater Manchester Shared Service's Patient Services Team for NHS Bolton Clinical Commissioning Group (CCG).
- 1.2 The purpose of the report is to provide information and statistical data on all Freedom of Information enquiries, as processed by Patient Services on behalf of NHS Bolton CCG.
- 1.3 This report includes analysis of activity for contacts made to Patient Services and service delivery. The report covers the period 1 October 2016 to 31 December 2016 (quarter 3, 2016 – 2017) and includes a comparison against the previous reporting periods, 1 July 2016 to 30 September 2016 (quarter 2, 2016 – 2017), 1 April 2016 – 30 June 2016 (quarter 1, 2016 – 2017), and 1 January 2016 – 31 March 2016 (quarter 4, 2015 – 2016).

# 2 SUMMARY OF ACTIVITY

- 2.1 The Patient Services Team supports NHS Bolton CCG by providing a comprehensive focal point for processing all requests under the Freedom of Information Act 2000.
- 2.2 During this reporting period, Patient Services received a total of 633 Freedom of Information requests on behalf of all CCG partners.
- 2.3 Of these requests, 76 (12%) related to NHS Bolton CCG.
- 2.4 Of the 76 Freedom of Information requests received:

Freedom of Information requests received by NHS Bolton CCG	2016 - 2017			2015 - 2016
	Quarter 3	Quarter 2	Quarter 1	Quarter 4
Number of requests received	76	71	81	82
Answered within 20 working days	100%	97%	90%	93%
Answered in more than 20 working days	0%	3%	10%	7%
Withdrawn	2	2	0	2
Ongoing	0	0	0	0

- 2.5 Of the 76 Freedom of Information requests received in this reporting period, 28% were themed as being about the CCG's commissioning decisions. The following table provides an analysis of all Freedom of Information requests by theme:

Freedom of Information requests received by NHS Bolton CCG by theme	2016 - 2017						2015 - 2016	
	Quarter 3		Quarter 2		Quarter 1		Quarter 4	
	No	%	No	%	No	%	No	%
Commissioning	28	37%	20	28%	26	32%	24	29%
Medicines Management	12	16%	10	14%	4	5%	6	7%
Continuing Healthcare	7	9%	4	6%	4	5%	5	6%
Contact details	6	8%	5	7%	7	9%	8	10%
CCG contracts	6	8%	11	15%	3	4%	9	11%
IM&T	5	7%	2	3%	6	7%	7	9%
HR	4	5%			7	9%	6	7%
Condition/Treatment specific	3	4%	9	13%	10	12%	7	9%
Management costs	2	3%	3	4%	4	5%	1	1%

Freedom of Information requests received by NHS Bolton CCG by theme	2016 - 2017						2015 - 2016	
	Quarter 3		Quarter 2		Quarter 1		Quarter 4	
	No	%	No	%	No	%	No	%
CCG estates					1	1%		
CCG meetings	1	1%			1	1%		
CCG policy			5	7%	3	4%	4	5%
CCG structure			1	1%	2	2%	5	6%
Information Governance					1	1%		
Other organisation			1	1%	2	2%		
Patient records	1	1%						
NHS Constitution	1	1%						
<b>Total</b>	<b>76</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>81</b>	<b>100%</b>	<b>82</b>	<b>100%</b>

- 2.6 Applicants who are unhappy with the response they receive or the way in which their request was handled may ask for a review. If they remain dissatisfied they may appeal to the Information Commissioner's Office.
- 2.7 Within this reporting period, no requests were received for an internal review and no cases were escalated to the Information Commissioner's Office.
- 2.8 Appendix 1 provides the quantitative and qualitative data in respect of the Freedom of Information requests received during this reporting period.

## 3 RECOMMENDATIONS/RESOLUTION REQUIRED

- 3.1 The Governing Body is requested to support the Patient Services report for Quarter 3, 2016 – 2017.

Rob McDougall  
Patient Services Manager  
Greater Manchester Shared Services  
1 March 2017

## Appendix 1

### 1. Freedom of Information requests

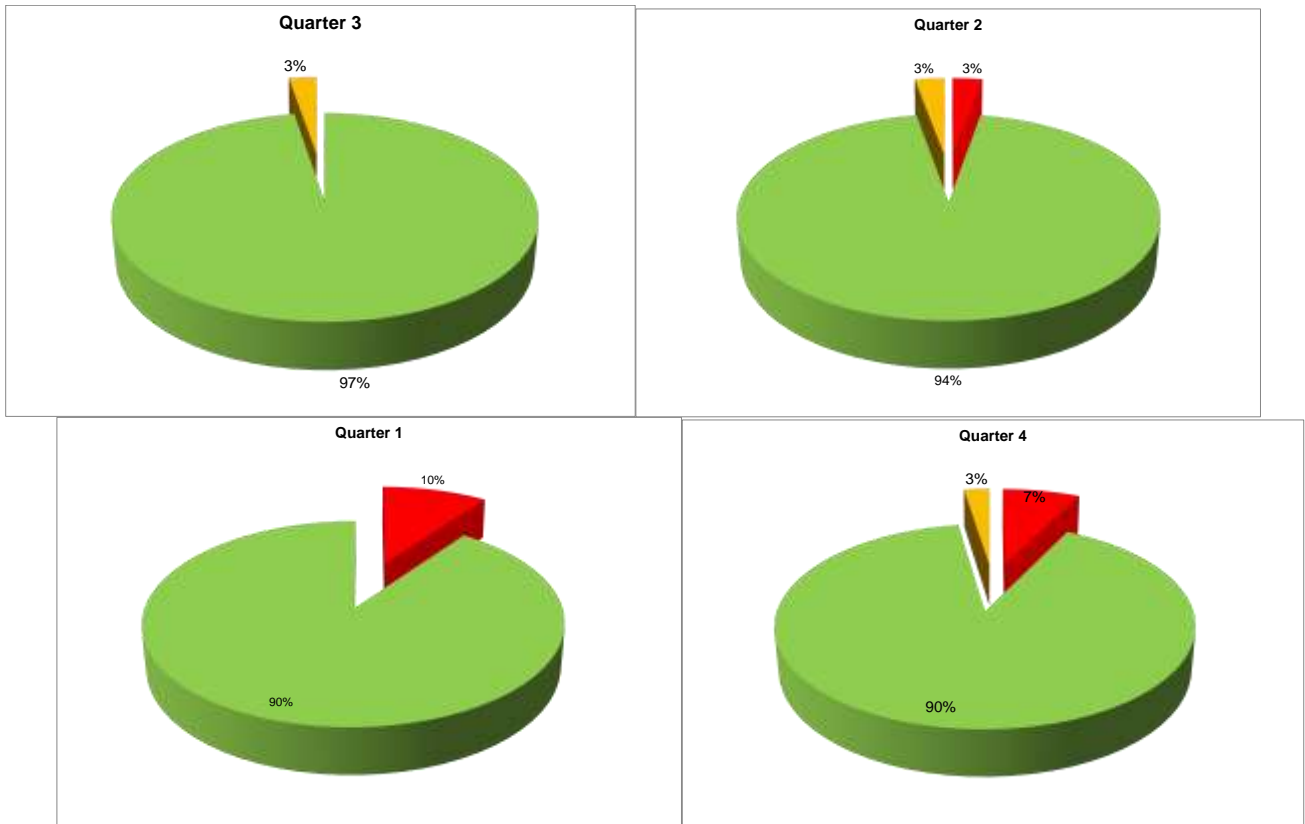
1.1 The Freedom of Information Act 2000 requires all public authorities to make any information they hold available on request. The information requested reflects the issues of interest to the press and the public, and covers a variety of matters including prescribing guidance, the use of agency staff, redundancy payments and contractual details.

1.2 The following chart shows a breakdown of the number of Freedom of Information requests that were directed to NHS Bolton CCG in this reporting period by category of applicant:

Category of applicant	Administration	Business Analyst	Business Consultancy	CEO/Chair/Director	Comms/Marketing/PR	MP/Parliamentary Assistant	Other NHS organisation	Policy Officer	Media/Press	Researcher	Solicitor/Legal	Student	Unknown	Total
<b>Quarter 3 2016 - 2017</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>43</b>	<b>76</b>
October			1	2	1	2	2		2				15	25
November	2		1			1	4		3				17	28
December			2	1	1	1	1	1	4			1	11	23
<b>Quarter 2 2016 - 2017</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>43</b>	<b>71</b>
July	1			1		1		2	3	1			12	21
August		1			1	1	1		5				17	26
September	1			2		1		1	2	3			14	24
<b>Quarter 1 2016 - 2017</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>47</b>	<b>81</b>
April	2	1				3	4	1	1	3	1		19	35
May			1		1	1		1	3	2			16	25
June		1		2	2			2	2				12	21
<b>Quarter 4 2015 - 2016</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>50</b>	<b>82</b>
January	2	1		1		1		1	1				21	28
February	3			2	1			1	2	2		1	16	28
March	3		1				1	1	4	2		1	13	26

1.4 The Freedom of Information Act 2000 requires that all requests are responded to within 20 working days. Where a request cannot be responded to within 20 working days, an apology letter or email is sent to the applicant to explain.

1.5 The following chart shows the performance of NHS Bolton CCG in responding to Freedom of Information enquiries received in this reporting period. The percentages shown are based on the number of requests responded to at the time of reporting:



■ Answered in more than 20 working days   ■ Answered within 20 working days   ■ Withdrawn

1.6 All freedom of Information requests received in quarter 3 2016 - 2017 are now resolved, having been responded to within 20 working days.

## 2. Register of Freedom of Information requests

2.1 The following table provides a summary of each Freedom of Information request made to NHS Bolton CCG in this reporting period:

Ref No	Received	Response sent on time?	Theme	Nature of Request
BOL/FOI/8761	04/10/2016	Answered within 20 working days	Medicines Management	Request for a list of the names of the head lice products the CCG uses and issues to people in pharmacies under the CCG's Minor Ailment Scheme
BOL/FOI/8768	05/10/2016	Answered within 20 working days	Commissioning	Request for confirmation as to whether the CCG receives requests to deploy ambulance handover clinicians in emergency departments to improve turnaround times
BOL/FOI/8777	05/10/2016	Answered within 20 working days	Medicines Management	Request for information relating to the guidelines the CCG may use regarding sip feeds for adults and children and the review date
BOL/FOI/8786	07/10/2016	Answered within 20	CCG meetings	Request for Governing Body minutes and papers and any CCG communications with GP practices

Ref No	Received	Response sent on time?	Theme	Nature of Request
		working days		concerning the prescribing of and funding for any stop smoking medications since 1 January 2016
BOL/FOI/8794	11/10/2016	Answered within 20 working days	Commissioning	Request for information about the performance of the CCG's out of hours service and how it compares against the timescales defined by the NHS 111 disposition
BOL/FOI/8802	10/10/2016	Answered within 20 working days	Commissioning	Request regarding whether the CCG has policies in place to reduce non-urgent or unnecessary GP referrals for both hospital treatment and diagnostic tests and to reduce inappropriate A&E attendances
BOL/FOI/8810	12/10/2016	Answered within 20 working days	IM&T	Request for the manufacturer, license expiry and license cost including duration for several IT security areas within the CCG
BOL/FOI/8818	11/10/2016	Answered within 20 working days	Commissioning	Request regarding whether the CCG operates or commissions a referral management centre that assesses referrals by local GPs
BOL/FOI/8828	13/10/2016	Answered within 20 working days	Medicines Management	Request for the CCG's budget, if it has one, to fund any new treatments or drugs approved by NICE, as well as a list of drugs on the 'Do Not Prescribe list'
BOL/FOI/8837	18/10/2016	Answered within 20 working days	HR	Requester asks if facilities/estates staff are employed in-house and if so what the number of staff employed within the FM department is and where the CCG advertises future tender opportunities
BOL/FOI/8848	18/10/2016	Answered within 20 working days	IM&T	Requester asks if any IT technical training courses have been purchased or any other training since April 2016 from QA training or any other QA's offices. A variety of questions were raised concerning this
BOL/FOI/8856	19/10/2016	Answered within 20 working days	Medicines Management	Request for confirmation as to whether prescribers are able to prescribe a liquid medication alternative for patients with swallowing difficulties if the products do not appear on the formulary's of GMMMG
BOL/FOI/8864	20/10/2016	Answered within 20 working days	Commissioning	Request for the varying national criteria in place before a referral is sent to an orthopaedic arthroplasty specialist
BOL/FOI/8872	20/10/2016	Answered within 20 working days	HR	Request for the relevant structure/organisational charts for the legal and risk division of the CCG
BOL/FOI/8880	21/10/2016	Answered within 20 working days	Commissioning	Requester has asked for a copy of the clinical commissioning group's policy on the commissioning of Tier 3 weight management clinics and Tier 4 bariatric surgery
BOL/FOI/8891	25/10/2016	Answered within 20 working days	Commissioning	Request for information on the types of homeopathic treatment and the amount spent on that treatment in the last 4 years, should the CCG offer it
BOL/FOI/8898	25/10/2016	Answered within 20 working days	CCG contracts	Request for information regarding services sold to schools and the prices charged
BOL/FOI/8905	25/10/2016	Answered within 20 working days	Commissioning	Request for information about Tier 3 Wight Management Services and funding arrangements

Ref No	Received	Response sent on time?	Theme	Nature of Request
BOL/FOI/8913	25/10/2016	Answered within 20 working days	Contact details	Request for contact name and details in order to initiate partnership with the NHS for providing musculo-skeletal physiotherapists and rehabilitation
BOL/FOI/8921	26/10/2016	Answered within 20 working days	CCG contracts	Request for how much of the CCG budget has been allocated to the main provider of adult mental health services in the CCG area and how much has been allocated to the main provider of CAMHS over the last 5 years
BOL/FOI/8929	27/10/2016	Answered within 20 working days	Continuing Healthcare	Request for the number of adults with the CCG that are receiving packages of care and what setting they are in
BOL/FOI/8937	27/10/2016	Answered within 20 working days	CCG contracts	Request to know the CCG's total spend on homeopathy for each of the last 5 years
BOL/FOI/8945	28/10/2016	Answered within 20 working days	CCG contracts	Request to understand the CCG's spend on equipment for patients with Type 1 Diabetes
BOL/FOI/8953	28/10/2016	Answered within 20 working days	Commissioning	Request for information about the services provided to MSK, Orthopaedics and cardiology patients in both community and acute care settings
BOL/FOI/8961	31/10/2016	Answered within 20 working days	CCG contracts	Request for information regarding the day rates (fee/price) of Mental Health and Learning Disability rehabilitation services
BOL/FOI/8969	01/11/2016	Answered within 20 working days	Continuing Healthcare	Request for CHC Policy on how decisions are made to accept CHC funding for patients
BOL/FOI/8978	02/11/2016	Answered within 20 working days	IM&T	Request for a copy of the LAN contract, who is the existing supplier, annual average spend for the supplier, number of users, number of sites, contract type, hardware brand, contract description, duration, expire and review date
BOL/FOI/8986	02/11/2016	Answered within 20 working days	IM&T	Request for the details of the current referral management system for managing referrals from GP's to secondary care
BOL/FOI/8993	02/11/2016	Answered within 20 working days	CCG contracts	Request for the total budget for CCG-commissioned health services, the amount commissioned from the NHS, private, voluntary, charitable sectors, and details of any plans to put services out to tender or commission non-NHS providers
BOL/FOI/8996	03/11/2016	Answered within 20 working days	Condition/Treatment specific	Request for information in relation to commissioning of several procedures, including funding and criteria details
BOL/FOI/9004	04/11/2016	Answered within 20 working days	Commissioning	Request for information on whether the CCG has introduced or planned limits for services during 2016/2017
BOL/FOI/9011	07/11/2016	Withdrawn	Continuing Healthcare	Request to know what the CCG expects the total value of Personal Health Budgets to be and the anticipated number of patients to receive it
BOL/FOI/9021	09/11/2016	Answered within 20 working days	Condition/Treatment specific	Request for details of the number of referrals for treating the listed skin lesions in the last 12 months
BOL/FOI/9028	09/11/2016	Answered within 20	Continuing Healthcare	Request for a copy of a previous FOI response from September 2016, in order for Thurrock CCG



Ref No	Received	Response sent on time?	Theme	Nature of Request
		working days		to attempt to benchmark their own CHC activity and spend
BOL/FOI/9036	09/11/2016	Answered within 20 working days	Medicines Management	Request for information regarding the first line Oral Nutritional Supplement type (powder/liquid) recommended by the formulary for the CCG and which brands are stocked by the CCG
BOL/FOI/9044	11/11/2016	Answered within 20 working days	Management costs	Request for the CCG's total budget as well as the total spent on services for the financial years 2015/16 and 2016/17
BOL/FOI/9047	11/11/2016	Answered within 20 working days	Medicines Management	Request for any reports the CCG holds about medicines reviews and end of life care
BOL/FOI/9055	14/11/2016	Answered within 20 working days	HR	Request to understand what band IG/SAR/Records Managers' jobs are graded at
BOL/FOI/9063	14/11/2016	Answered within 20 working days	Management costs	Request to understand how much money has been invested into the Family and Friends test, with a breakdown of this to be included for the CCG
BOL/FOI/9072	14/11/2016	Answered within 20 working days	Medicines Management	Request for information about the CCG's continence product formulary (if it has one), including how often it is reviewed, when it was last reviewed, and when it will next be reviewed
BOL/FOI/9090	15/11/2016	Answered within 20 working days	Commissioning	Request as to whether the CCG received the extra funding for young people's mental health services and eating disorders budget and, if so, the amount spent so far this year and the forecasted spend for the rest of the year
BOL/FOI/9097	15/11/2016	Answered within 20 working days	Medicines Management	Request for information about whether the CCG has published any blood glucose testing meter guidance
BOL/FOI/9100	16/11/2016	Answered within 20 working days	NHS Constitution	Request for information regarding the CCG's current initiatives to promote the NHS constitution and the staff roles involved in this work
BOL/FOI/9109	17/11/2016	Answered within 20 working days	Patient records	Request to understand the Shared Record/Clinical Portal/Interoperability solution across the CCG and what solutions are in place to share patient information across the health economy
BOL/FOI/9117	17/11/2016	Answered within 20 working days	Commissioning	Request for services commissioned by the CCG for women with multiple disadvantages and the capacity of these services
BOL/FOI/9125	17/11/2016	Answered within 20 working days	Continuing Healthcare	Request for length of time taken to conduct Continuing Healthcare assessments and the time to make a decision on claims from 14/15 15/16
BOL/FOI/9134	17/11/2016	Answered within 20 working days	Continuing Healthcare	Request for contact numbers for the CCG's Continuing Healthcare and Personal Health Budget commissioners
BOL/FOI/9142	18/11/2016	Answered within 20 working days	Commissioning	Request for how much the CCG spent per dementia patient, the average waiting time for GP referrals to memory clinics, the longest waiting time for a referral and how many patients were referred in 2015-16, 2014-15 and 2013-14
BOL/FOI/9150	21/11/2016	Answered within 20 working days	Commissioning	Request to know if the CCG has an established Community Education Provider Network and if so, the relevant contact details. If this is not in place, the requester sought a planning timeline

Ref No	Received	Response sent on time?	Theme	Nature of Request
BOL/FOI/9159	22/11/2016	Answered within 20 working days	Medicines Management	Request to know the CCG's annual spend on Oral Nutritional Supplements in relation to the national spend per 1000 patients
BOL/FOI/9168	23/11/2016	Answered within 20 working days	Contact details	Request for the best contact in the CCG to be introduced to the Information Asset Register software system provided by Informu Solutions LTD
BOL/FOI/9177	25/11/2016	Answered within 20 working days	HR	Request for details of expenses claimed by the accountable officer or most senior clinical leader of the CCG
BOL/FOI/9185	25/11/2016	Answered within 20 working days	Commissioning	Request for how many cycles of IVF the CCG provides, if this has changed in the last 4 years and does the CCG restrict IVF for other reasons
BOL/FOI/9202	02/12/2016	Answered within 20 working days	IM&T	Request for information relating to the CCG's mobile phone contract
BOL/FOI/9210	05/12/2016	Answered within 20 working days	Commissioning	Request for information about the CCG's commissioning criteria for bariatric surgery, including whether the criteria will remain the same in 2017
BOL/FOI/9222	06/12/2016	Answered within 20 working days	Medicines Management	Request for information in relation to whether the CCG sanctions the prescribing of sacubitril valsartan for use by cardiologists in local hospitals
BOL/FOI/9230	06/12/2016	Withdrawn	Commissioning	Request about whether the savings made from the referral management scheme take into account the amount spent on the referral management centre - i.e. the net savings
BOL/FOI/9239	07/12/2016	Answered within 20 working days	Commissioning	Request for the number and source of referrals to Children and Adolescent Mental Health Services (CAMHS) in the CCG each year from 2010 to 2015, as well as the age of patients and the average waiting time from referral to access
BOL/FOI/9247	07/12/2016	Answered within 20 working days	Commissioning	Request for the CCG's funding allocation for Children and Adolescent Mental Health Services (CAMHS) each financial year from 2010/11 to 2015/16 the allocation of the CCG's funding between different tiers of CAMHS
BOL/FOI/9255	08/12/2016	Answered within 20 working days	Continuing Healthcare	Request for the contract values and successful and unsuccessful applicants for the Continuing Healthcare contract in the CCG, if it is not provided in house
BOL/FOI/9263	08/12/2016	Answered within 20 working days	Condition/Treatment specific	Request for the number of people in the CCG area who have been diagnosed with ME or chronic fatigue and are estimated to have ME, as well as which services are commissioned and how much it costs to run the service annually
BOL/FOI/9273	12/12/2016	Answered within 20 working days	Commissioning	Request for the number of GPs and other healthcare professionals in the CCG area that have received training to develop strategies within their practice to improve the prevention, diagnosis and management of tuberculosis
BOL/FOI/9277	12/12/2016	Answered within 20 working days	Commissioning	Request for clinical triage details for dermatology, including the number of stages, typical waiting times for first appointments, whether the CCG has a GP triaging system, and inappropriate referrals to secondary care

Ref No	Received	Response sent on time?	Theme	Nature of Request
BOL/FOI/9284	12/12/2016	Answered within 20 working days	Commissioning	Request for information about the system the CCG uses to review patient referrals from GPs to hospital specialists, if it uses any, and further details about this if so and any plans to introduce one if not
BOL/FOI/9290	15/12/2016	Answered within 20 working days	Medicines Management	Request for the sum of the CCG's Oral Nutritional Supplement rebates, broken down by month, for the past 12 months for all dispensing practices in the CCG area
BOL/FOI/9300	16/12/2016	Answered within 20 working days	Commissioning	Request for a list of all telehealth/telemedicine services or programmes the CCG has commissioned or been involved in trialling/rolling out within the last four years
BOL/FOI/9309	16/12/2016	Answered within 20 working days	Commissioning	Request for the target rota fill rate specified in the out of hours contract and the average quarterly rota fill rates for out of hours services for 2014/15, 2015/16, April 2016 to date
BOL/FOI/9318	21/12/2016	Answered within 20 working days	Contact details	Request for contact details for various senior roles within the CCG as well as information relating to care packages
BOL/FOI/9327	21/12/2016	Answered within 20 working days	Commissioning	Request for information about the arrangements the CCG has in place for the commissioning of care for BMT patients who are beyond 100 days following a stem cell or bone marrow transplant
BOL/FOI/9339	21/12/2016	Answered within 20 working days	Contact details	Request for the contact details of the commissioners for children's services and adult mental health services
BOL/FOI/9352	22/12/2016	Answered within 20 working days	Commissioning	Request for the number of adults with learning disabilities or autism who received a costed support package and the number of new placements for these adults for residential care or supported living in 2015 and 2017
BOL/FOI/9360	22/12/2016	Answered within 20 working days	Commissioning	Request for the number of hospitals that have been reported to the CCG by practices for flouting new rules on workload dump since the amendment of the standard hospital contract in April 2016 and the sanctions enforced by the CCG
BOL/FOI/9367	23/12/2016	Answered within 20 working days	Contact details	Information request for the contact details of GPs who are directly involved in decision making at the CCG
BOL/FOI/9372	23/12/2016	Answered within 20 working days	Contact details	Request for the address and contact details of all Healthy Living Pharmacies within the CCG area
BOL/FOI/9381	30/12/2016	Answered within 20 working days	commissioning	Request for information relating to services the CCG has either restricted or stopped providing since 2015, including waiting lists and financial details
BOL/FOI/9389	30/12/2016	Answered within 20 working days	Medicines Management	Request for information relating to how the CCG is handling prescription requests as different systems seem to be being used by different CCGs