

NHS Bolton CCG

Patient Services Activity and Analysis Annual Report

1 April 2016 to 31 March 2017



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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 April 2016 to 31 March 2017.

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 2538 Freedom of Information requests on behalf of all CCG partners.
- 2.3 Of these requests, 307 (12%) related to NHS Bolton CCG.
- 2.4 Of the 307 Freedom of Information requests received:

Freedom of Information requests received by NHS Bolton CCG	1 April 2016 to 31 March 2017				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Average
Number of requests received	81	71	76	79	77
Answered within 20 working days	90%	97%	100%	96%	96%
Answered in more than 20 working days	10%	3%	0%	4%	4%
Withdrawn	0	2	2	1	1
Ongoing	0	0	0	0	0

- 2.5 13 Freedom of Information requests received in this reporting period were responded to in more than 20 working days. Analysis of these requests shows that:

- 12 breaches occurred due to the late receipt of information from NHS Bolton CCG
- 1 breach occurred due to the late receipt of information from a GMSS service (Market Management)

- 2.6 Of the 307 Freedom of Information requests received in this reporting period, 32% 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	1 April 2016 to 31 March 2017									
	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Total	
	No	%	No	%	No	%	No	%	No	%
Commissioning	26	32%	20	28%	28	37%	24	30.38%	98	32%
Condition/Treatment specific	10	12%	9	13%	3	4%	9	11.39%	31	10%
CCG contracts	3	4%	11	15%	6	8%	8	10.13%	28	9%
Medicines Management	4	5%	10	14%	12	16%	7	8.86%	33	11%
IM&T	6	7%	2	3%	5	7%	5	6.33%	18	6%

Freedom of Information requests received by NHS Bolton CCG by theme	1 April 2016 to 31 March 2017									
	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Total	
	No	%	No	%	No	%	No	%	No	%
CCG policy	3	4%	5	7%					8	3%
Contact details	7	9%	5	7%	6	8%	4	5.06%	22	7%
Continuing Healthcare	4	5%	4	6%	7	9%	8	10.13%	23	7%
HR	7	9%			4	5%	3	3.80%	14	5%
NHS 111							1	1.27%	1	<1%
CCG estates	1	1%							1	<1%
CCG meetings	1	1%			1	1%			2	<1%
CCG policy							5	6.33%	5	2%
CCG structure	2	2%	1	1%			2	2.53%	5	2%
Effective use of resources							1	1.27%	1	<1%
GP Federations							1	1.27%	1	<1%
Information Governance	1	1%							1	<1%
Other organisation	2	2%	1	1%					3	1%
NHS Constitution					1	1%			1	<1%
Patient records					1	1%			1	<1%
Management costs	4	5%	3	4%	2	3%	1	1.27%	10	3%
Total	81	100%	71	100%	76	100%	79	100.00%	307	100%

- 2.7 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.
- 2.8 Within this reporting period, no requests were received for an internal review and no cases were escalated to the Information Commissioner's Office.
- 2.9 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 Annual Report for 2016 to 2017.

Rob McDougall
 Patient Services Manager
 Greater Manchester Shared Services
 7 August 2017

Appendix 1

1. Freedom of Information requests

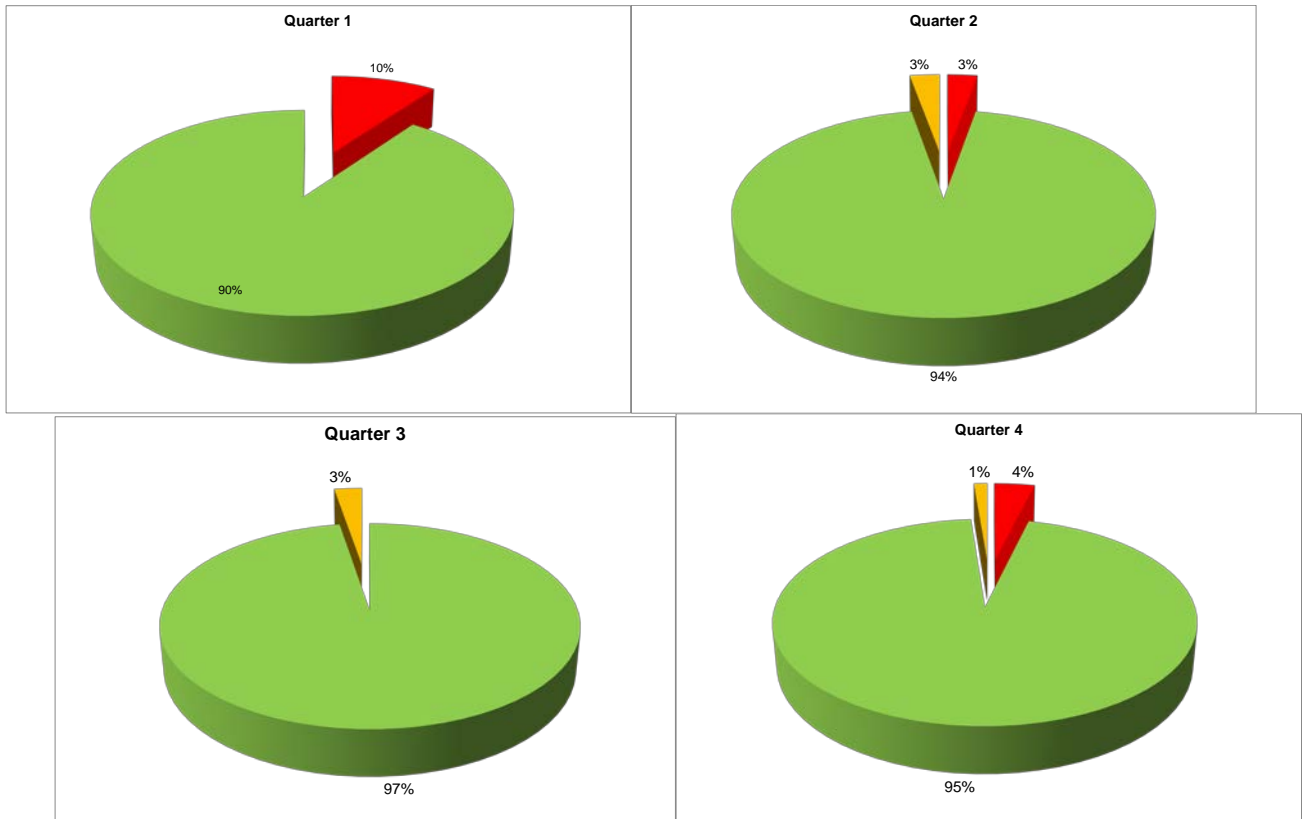
1.1 The Freedom of Information Act 2000 requires all public authorities to make any information they hold available on request. The information requested reflects the issues of interest to the press and the public, and covers a variety of matters including prescribing guidance, the use of agency staff, 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
Quarter 1 2016 - 2017	2	2	1	2	3	4	4	4	6	5	1	0	47	81
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
Quarter 2 2016 - 2017	2	1	0	3	1	3	1	3	10	4	0	0	43	71
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
Quarter 3 2016 - 2017	2	0	4	3	2	4	7	1	9	0	0	1	43	76
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
Quarter 4 2016 - 2017	5	2	4	4	0	2	2	1	11	4	0	1	43	79
January	2	1		1		1	1		3	1			19	29
February		1	2	2		1			5	2		1	7	21
March	3		2	1			1	1	3	1			17	29

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 between 1 April 2016 and 31 March 2017 are now resolved.

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:

2.1.1 Quarter 1:

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
BOL/FOI/7527	01/04/2016	Answered within 20 working days	Medicines Management	Information sought about the online location of the CCG's continence formulary
BOL/FOI/7536	04/04/2016	Answered within 20 working days	Commissioning	Information sought about the number (and names) of all NHS Providers within the CCG area who have signed up to recommendations of John's Campaign
BOL/FOI/7544	05/04/2016	Answered within 20 working days	Commissioning	Requestor asks if the CCG commissions palliative care for children and young people with life-shortening conditions between the

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
				ages of 0 and 25
BOL/FOI/7549	04/04/2016	Answered within 20 working days	Commissioning	Information sought about the CCG's spend on Child and Adolescent Mental Health Services (CAMHS) in each of the last three years (2013/14, 2014/15, & 2015/16)
BOL/FOI/7557	04/04/2016	Answered within 20 working days	Medicines Management	Requestor asks when the next review dates are for the certain classes of drugs within the Greater Manchester Formulary
BOL/FOI/7565	04/04/2016	Answered within 20 working days	CCG contracts	Contractual information sought about the CCG's banking services, audit services and card processing services
BOL/FOI/7573	04/04/2016	Answered within 20 working days	Commissioning	Information sought about the CCG's total expenditure in 2016/16 for residential and nursing care placements for people with mental health problems
BOL/FOI/7581	05/04/2016	Answered within 20 working days	HR	Information requested about the CCG's employment numbers and the impact of absences on services and finances
BOL/FOI/7589	06/04/2016	Answered within 20 working days	Contact details	Contact details and staffing numbers requested
BOL/FOI/7596	06/04/2016	Answered within 20 working days	CCG meetings	Requestor seeks the CCG's latest board meeting minutes and final report
BOL/FOI/7598	07/04/2016	Answered within 20 working days	Condition/Treatment specific	Information sought about the treatment of heart failure, NICE guidelines, BNP tests, and echocardiograms across the CCG
BOL/FOI/7607	07/04/2016	Answered within 20 working days	CCG contracts	Information sought about the CCG's mobile phone contact
BOL/FOI/7615	07/04/2016	Answered within 20 working days	Commissioning	Information requested about funding contracted to personal medical services (PMS) practices which did not deliver extra services above and beyond the core GMS equivalent
BOL/FOI/7623	07/04/2016	Answered within 20 working days	Commissioning	Requestor asks if the CCG currently commissions hypnotherapy, either routinely or in the form of individual funding requests
BOL/FOI/7631	08/04/2016	Answered within 20 working days	CCG estates	Information sought about the CCG's Local Estates Strategy
BOL/FOI/7638	08/04/2016	Answered within 20 working days	CCG contracts	Requestor seeks the name/s of the current provider/s of the CCG's Non-Emergency Patient Transport Services (NEPTS)
BOL/FOI/7646	08/04/2016	Answered within 20 working days	IM&T	Information sought about the CCG's Local Area Network (LAN) contract, including its supplier and average annual spend
BOL/FOI/7655	11/04/2016	Answered within 20 working days	Commissioning	Requestor asks if the CCG commissions palliative care for

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
				children and young people with life-shortening conditions between the ages of 0 and 25
BOL/FOI/7661	12/04/2016	Answered within 20 working days	Contact details	Contact details (names and e-mail addresses) requested for the CCG's long term conditions lead and the care homes lead
BOL/FOI/7673	12/04/2016	Answered in more than 20 working days	Commissioning	Information sought about services which are no longer provided, were free but now carry a charge, and now carry restrictions on eligibility
BOL/FOI/7681	13/04/2016	Answered within 20 working days	Contact details	Email addresses sought for all the practice managers within the CCG's area
BOL/FOI/7689	13/04/2016	Answered within 20 working days	CCG policy	Information requested about the CCG's commissioning criteria for septorhinoplasty and/or rhinoplasty
BOL/FOI/7692	14/04/2016	Answered within 20 working days	Condition/Treatment specific	Information sought about the CCG's Care and Treatment Reviews for people with a diagnosis of learning disabilities
BOL/FOI/7700	14/04/2016	Answered within 20 working days	Management costs	Information requested about the value (new purchase price) of the recycled community disability equipment the CCG supplied to disabled children in the CCG area
BOL/FOI/7703	14/04/2016	Answered in more than 20 working days	Commissioning	Requestor seeks a list of all NHS and independent sector organisations currently contracted to provide NHS community health services by the CCG
BOL/FOI/7705	14/04/2016	Answered within 20 working days	Contact details	Contact details sought for the person within the CCG who has responsibility for the commissioning of Dermatology Services
BOL/FOI/7727	20/04/2016	Answered within 20 working days	IM&T	Information requested about the changeover of GP practice systems, including information about the systems they're changing from and the date this will occur
BOL/FOI/7734	22/04/2016	Answered within 20 working days	CCG structure	Requestor asks if the CCG has an Area Prescribing Group/Committee (APC) and if so, who the chair is
BOL/FOI/7744	26/04/2016	Answered within 20 working days	HR	Information sought about how many agencies the CCG is working with where the CCG has agreed to "Break Glass" for the rates paid under the new 'Monitor Rates' for agency workers
BOL/FOI/7753	26/04/2016	Answered within 20 working days	IM&T	Information sought about the CCG's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support
BOL/FOI/7759	27/04/2016	Answered in more than 20 working days	Continuing Healthcare	Requestor asks if the CCG's continuing healthcare and funded nursing care process is managed in

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
				house or not
BOL/FOI/7766	27/04/2016	Answered within 20 working days	CCG policy	Information requested about the cut-off for high BMI patients for whom special individual funding needs to be submitted when considering referring them for hip and knee replacements
BOL/FOI/7777	28/04/2016	Answered within 20 working days	Condition/Treatment specific	Information sought about the number of patients, year on year from 2010, that have received contaminated blood transfusions at the trusts under the CCG's control
BOL/FOI/7785	29/04/2016	Answered within 20 working days	Commissioning	Information sought about the Early Intervention in Psychosis (EIP) services the CCG commissions and whether the specification for the service(s) commissioned is NICE-concordant
BOL/FOI/7793	27/04/2016	Answered within 20 working days	CCG structure	Requestor wishes to know who is responsible for the day to day management of the CCG's provider/supplier contracts management
BOL/FOI/7801	04/05/2016	Answered in more than 20 working days	Commissioning	Information requested about the number of adults funded by the CCG in locked rehabilitation
BOL/FOI/7808	05/05/2016	Answered within 20 working days	Commissioning	Requestor asks if core podiatry care is to be commissioned under the Bolton offer
BOL/FOI/7810	05/05/2016	Answered within 20 working days	Commissioning	Requestor asks if the CCG currently commissions either intermediate or community dermatology services for its population
BOL/FOI/7817	09/05/2016	Answered within 20 working days	Contact details	Contact details sought for the CCG's Personal Health Budget Lead
BOL/FOI/7823	10/05/2016	Answered within 20 working days	Other organisation	Information requested about the number of car parks out of the total number designated for hospital patients/visitors which offer free parking
BOL/FOI/7833	10/05/2016	Answered within 20 working days	HR	Information sought about the number of nursing, AHP and locum staff shifts that fell outside of Monitor guidelines
BOL/FOI/7850	12/05/2016	Answered within 20 working days	IM&T	Requestor asks if the CCG currently utilises any specific prescribing support software
BOL/FOI/7858	11/05/2016	Answered within 20 working days	Commissioning	Information sought about the CCG's 16/17 baseline funding that has been identified as additional funding for children and young people's mental health services and eating disorder services
BOL/FOI/7866	12/05/2016	Answered within 20 working days	Commissioning	Requestor asks which trusts the CCG refers patients with prostate cancer to and whether the CCG follows NICE guidance or follows its own pathways

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
BOL/FOI/7877	16/05/2016	Answered within 20 working days	Condition/Treatment specific	Information sought about the current waiting times for treatment of talking therapies in the CCG area in primary and secondary healthcare
BOL/FOI/7885	16/05/2016	Answered within 20 working days	Condition/Treatment specific	Information sought about the current waiting time for a young person to receive talking therapies in CAMHS
BOL/FOI/7893	16/05/2016	Answered within 20 working days	Information Governance	Information requested about Data Protection Act breaches within the CCG area
BOL/FOI/7898	16/05/2016	Answered in more than 20 working days	Continuing Healthcare	Information sought about the number of current patients the CCG has that are in receipt of NHS Continuing Healthcare Funding
BOL/FOI/7906	16/05/2016	Answered in more than 20 working days	Continuing Healthcare	Information sought about the number of applications made to the CCG for NHS continuing healthcare funding and the number that were rejected at various stages
BOL/FOI/7915	18/05/2016	Answered within 20 working days	Commissioning	Information requested about the availability of Tier 3 services for the management of severe and complex obesity in the CCG area
BOL/FOI/7923	17/05/2016	Answered within 20 working days	Medicines Management	Information sought about the prescribing of diamorphine to patients addicted to heroin in the CCG area
BOL/FOI/7930	18/05/2016	Answered within 20 working days	Other organisation	Requestor seeks a copy of Bolton NHS Foundation Trust's Digital Roadmap and the name and email address for the person(s) responsible for producing it
BOL/FOI/7932	19/05/2016	Answered within 20 working days	Management costs	Requestor seeks a copy of the CCG's most up to date annual report and organisation business plan
BOL/FOI/7946	20/05/2016	Answered within 20 working days	Contact details	Contact details sought for the CCG's Procurement Officer or Medicines Management Pharmacist responsible for the evaluation of blood glucose testing strips
BOL/FOI/7954	20/05/2016	Answered within 20 working days	IM&T	Information sought about the CCG's annual IT spend and outsourced IT services
BOL/FOI/7962	23/05/2016	Answered in more than 20 working days	Commissioning	Information sought about the CCG's currently commissioned urgent or unscheduled care services, including GP Out of Hours services, NHS 111, minor injuries units and urgent care services
BOL/FOI/7969	09/05/2016	Answered within 20 working days	Condition/Treatment specific	Information sought about the mental health of fathers in the period following the birth of a child
BOL/FOI/7973	24/05/2016	Answered within 20 working days	Commissioning	Information requested about Ophthalmology procedures performed at hospitals that are commissioned by the CCG

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
BOL/FOI/7981	25/05/2016	Answered in more than 20 working days	Continuing Healthcare	Information requested about the volume and costs of Continuing Healthcare funded by the CCG and provided by non-NHS providers
BOL/FOI/7988	31/05/2016	Answered within 20 working days	HR	Information sought about the number of compromise agreements the CCG has entered into with current and former staff
BOL/FOI/7999	02/06/2016	Answered within 20 working days	Condition/Treatment specific	Information requested about patients requiring neurological rehabilitation between 1 April 2015 and 31 March 2016
BOL/FOI/8007	03/06/2016	Answered within 20 working days	Commissioning	Requestor asks if the CCG provides erectile dysfunction, counselling and sex therapy and/or psychosexual clinics
BOL/FOI/8014	03/06/2016	Answered within 20 working days	HR	Information requested about CCG's staff headcount against a variety of categories, including sickness and age range
BOL/FOI/8019	06/06/2016	Answered within 20 working days	Commissioning	Information sought about the CCG's budgets and expenditure on Child and Adolescent Mental Health Services (CAMHS) and all-age mental health spend that relates to children and/or young adults
BOL/FOI/8028	06/06/2016	Answered within 20 working days	HR	Information requested about the number of compromise agreements the CCG has entered into
BOL/FOI/8036	06/06/2016	Answered within 20 working days	Commissioning	Requestor asks if the CCG offers companion diagnostic (stratified medicine) testing services for the a variety of cancer indications and therapies
BOL/FOI/8044	07/06/2016	Answered within 20 working days	IM&T	Requestor asks if the CCG has an electronic fax management system
BOL/FOI/8052	07/06/2016	Answered within 20 working days	Medicines Management	Information sought about the next review dates for three classes of drugs within the Greater Manchester Medicines Management Group
BOL/FOI/8060	08/06/2016	Answered within 20 working days	CCG policy	Requestor seeks a copy of the CCG's current assisted reproduction services policy or criteria, as well as an outline of any changes to the policy or criteria over the past five years
BOL/FOI/8075	10/06/2016	Answered within 20 working days	Commissioning	Information sought about support services commissioned by the CCG for people living with HIV
BOL/FOI/8086	13/06/2016	Answered within 20 working days	Commissioning	Information sought about the commissioning of provision to meet the mental health needs of single/non-statutory homeless persons
BOL/FOI/8095	17/06/2016	Answered within 20 working days	Condition/Treatment specific	Information requested about the waiting times and lists for non-emergency dental treatment

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
BOL/FOI/8103	17/06/2016	Answered within 20 working days	Commissioning	Information requested about the funding for homeopathy treatments in the CCG
BOL/FOI/8116	20/06/2016	Answered within 20 working days	Contact details	Name and full contact details, including job title, contact number/s and email address, requested for the CCG's Personal Health Budget Lead (PHB) and the CHC lead
BOL/FOI/8124	20/06/2016	Answered within 20 working days	Commissioning	Information requested about the towns and cities the CCG is responsible for in Greater Manchester
BOL/FOI/8133	21/06/2016	Answered within 20 working days	HR	Requestor seeks a complete list of training courses the CCG has provided to members of staff over the past 24 months
BOL/FOI/8143	22/06/2016	Answered within 20 working days	Condition/Treatment specific	Information requested about the cost of both Botox procedures that weren't clinically necessary and medical conditions caused by Botox injections
BOL/FOI/8152	23/06/2016	Answered within 20 working days	Management costs	Information requested about the government banking service in the CCG
BOL/FOI/8160	23/06/2016	Answered within 20 working days	Commissioning	Information requested about the Improving Access to Psychological Therapies (IAPT) mental health services that the CCG commissions
BOL/FOI/8167	24/06/2016	Answered within 20 working days	Management costs	Information requested about the financial efficiency of the public sector, in particular the CCG's VAT advisory services and Accounts Payable invoices
BOL/FOI/8173	30/06/2016	Answered within 20 working days	Condition/Treatment specific	Information requested about the number of adults with atopic dermatitis in the CCG area and the number of referrals made from primary to secondary care in 2015

2.1.2 Quarter 2:

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
BOL/FOI/8183	01/07/2016	Answered within 20 working days	CCG contracts	Requester would like to know if there is a community rehabilitation service in the CCG area for hip fractures, strokes and COPD
BOL/FOI/8191	01/07/2016	Answered within 20 working days	Medicines Management	Requester would like to know the CCG's position on the use of collagenase to treat Dupuytren's contracture
BOL/FOI/8199	04/07/2016	Answered within 20 working days	Commissioning	Requester would like to know the number of elective caesareans and the accumulated cost of the procedure for every year since 2010
BOL/FOI/8207	04/07/2016	Answered within 20 working days	Commissioning	Requester would like to know the number of chemsex-related admissions to hospital and the number of fatalities due to consumption of chemsex since 2010
BOL/FOI/8218	07/07/2016	Answered within	Commissioning	Information sought about the number of autism

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
		20 working days		assessments conducted in the last five years and the number of cases that took over three months between referral and first appointment
BOL/FOI/8227	08/07/2016	Answered within 20 working days	IM&T	Information sought about the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support
BOL/FOI/8235	08/07/2016	Answered within 20 working days	Management costs	Information sought about the CCG's ICT expenditure, including revenue (or operating) expenditure and capital expenditure
BOL/FOI/8246	13/07/2016	Answered within 20 working days	Medicines Management	Requester sought about Vedolizumab and when it was added to the CCG's formulary, plus further details relating to Crohn's Disease and arthritis
BOL/FOI/8254	14/07/2016	Answered within 20 working days	Contact details	Contact details requested in relation to the CCG's IT strategy and regarding telephony and annual spend
BOL/FOI/8262	14/07/2016	Answered within 20 working days	CCG policy	Information sought about the CCG's IVF policy details and costs for a cycle
BOL/FOI/8270	14/07/2016	Answered within 20 working days	Medicines Management	Requester has asked for the value of prescriptions dispensed by Script Easy over the last three years until April 2016
BOL/FOI/8281	15/07/2016	Answered within 20 working days	CCG contracts	Information sought about the contract for ambulance services, in particular the contract value, commissioning arrangements and costs shared between CCGs
BOL/FOI/8289	18/07/2016	Answered within 20 working days	CCG policy	Requester seeks copies of the documents or policies that define and list the procedures, treatments, services, etc. that the CCG does not routinely fund or that require prior funding approval
BOL/FOI/8298	19/07/2016	Answered within 20 working days	Commissioning	Information sought about the number of and average length of waiting time for hip and knee replacements, plus whether the CCG's commissioning guidelines have been amended
BOL/FOI/8306	19/07/2016	Answered within 20 working days	Commissioning	Requester has asked if the CCG commissions neurological services in its area and whether it has done an assessment of the prevalence of such conditions
BOL/FOI/8314	19/07/2016	Answered within 20 working days	Medicines Management	Requester has asked for details of which practices in the CCG area use prescribing decision support systems
BOL/FOI/8326	22/07/2016	Answered within 20 working days	Commissioning	Requester seeks a breakdown of spending by the CCG in the following areas of care: acute, primary care, community, mental health, ambulance, running costs, other & further mental health breakdown
BOL/FOI/8334	26/07/2016	Answered within 20 working days	CCG structure	Requester seeks the organisational structure chart for CAMHS including names, contact details and job titles
BOL/FOI/8337	27/07/2016	Answered within 20 working days	Contact details	Contact details sought for the CCG's IT Director and Chief Information Officer
BOL/FOI/8345	28/07/2016	Answered within 20 working days	Contact details	Contact details for the CCG's Lead Nurse
BOL/FOI/8347	29/07/2016	Answered within 20 working days	Contact details	Information sought about neurorehabilitation care, including contact details of commissioners, list of providers commissioned,

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
				and the total number of adults funded by the CCG
BOL/FOI/8355	01/08/2016	Answered within 20 working days	Commissioning	Information sought about the number of hip replacements carried out since 2013 and the number of referrals for replacements that were rejected
BOL/FOI/8362	01/08/2016	Answered within 20 working days	Condition/Treatment specific	Information sought about the side effects of the contraceptive pill in the CCG area, including depression, anxiety, DVT and decreased libido
BOL/FOI/8371	05/08/2016	Answered within 20 working days	Commissioning	Information sought about the commissioning of services in the City of York area by the CCG
BOL/FOI/8379	05/08/2016	Answered within 20 working days	CCG contracts	Information sought about gainshare agreements between the CCG and a named provider
BOL/FOI/8386	05/08/2016	Answered within 20 working days	CCG contracts	Information sought about the number of private and sub-contracts the CCG has handed out in the last five years, along with the annual budget and actual spend for them
BOL/FOI/8394	11/08/2016	Answered within 20 working days	Commissioning	Information requested about the CCG's commissioned provisions for patients who have suffered from a bereavement
BOL/FOI/8402	11/08/2016	Answered within 20 working days	CCG contracts	Requester seeks information about neonatal units within hospitals along with the tariff and nursing vacancy rates
BOL/FOI/8410	11/08/2016	Withdrawn	Medicines Management	Information sought about medication, including financial and supplier information
BOL/FOI/8419	15/08/2016	Answered within 20 working days	Commissioning	Information sought about how the CCG includes people with lived experience in Mental Health issues in the design and commissioning of Mental Health Services
BOL/FOI/8425	12/08/2016	Answered within 20 working days	Commissioning	Information requested about GP Practice list closures, including location, reason, outcome and reason for outcome
BOL/FOI/8433	12/08/2016	Answered within 20 working days	Medicines Management	Information requested about the guidelines that are used by the Greater Manchester Medicines Management Group in relation to asthma
BOL/FOI/8441	15/08/2016	Answered within 20 working days	Condition/Treatment specific	Information sought about the occurrence and management of venous thromboembolism in nursing care homes
BOL/FOI/8450	16/08/2016	Answered in more than 20 working days	CCG policy	Information relating to the CCG's use of the social value policy and the benefit/outcome of the use of this policy
BOL/FOI/8458	17/08/2016	Answered within 20 working days	CCG policy	Information requested about the CCG's use of the social value policy and the benefit/outcome of the use of this policy
BOL/FOI/8469	17/08/2016	Answered within 20 working days	Medicines Management	Requester seeks copies of numerous documents, including policies, strategies and organograms across Finance, IM&T and waste management
BOL/FOI/8477	19/08/2016	Answered in more than 20 working days	Condition/Treatment specific	Information sought about the number of instances of each listed procedure that was funded by the CCG from 2013/14 to 2015/16 and whether these policies are covered by specific commissioning criteria
BOL/FOI/8485	19/08/2016	Answered within 20 working days	CCG contracts	Information sought about the CCG's total expenditure in the financial year 2014-15 for Community and Integrated care for people with

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
				mental health problems
BOL/FOI/8493	22/08/2016	Answered within 20 working days	Commissioning	Information requested about after care packages for Mental Health patients from 2013 to 2017, including the amount spent, length of time and the types of patients who received after care
BOL/FOI/8501	24/08/2016	Answered within 20 working days	Other organisation	Information sought about the number of district and practice nurses employed or commissioned in 2014/15, 2015/16 and 2016/17 and the number the CCG plans to employ or commission in 2017/18
BOL/FOI/8509	24/08/2016	Answered within 20 working days	Medicines Management	Information sought about the number of children who have been prescribed anti-depressants in the CCG area in the last three complete financial years
BOL/FOI/8517	24/08/2016	Answered within 20 working days	CCG contracts	Requester seeks information about the current contracted provider of the Diabetic Eye Screening Programme in the CCG area, along with contract details
BOL/FOI/8524	25/08/2016	Answered within 20 working days	Condition/Treatment specific	Information sought about the number of patients in the CCG area diagnosed with diabetes and the number currently using insulin pump therapy
BOL/FOI/8532	26/08/2016	Answered within 20 working days	Medicines Management	Information sought about the value of the CCG's annual medicines wastage as well as any schemes to help prevent this
BOL/FOI/8540	26/08/2016	Answered within 20 working days	CCG contracts	Requester seeks a list of all organisations currently contracted to provide NHS community health services by the CCG, the services provided by these organisations, and the type of provider these organisations are
BOL/FOI/8548	31/08/2016	Answered within 20 working days	Commissioning	Information sought about the services delivered, the number of patients treated, and the amount spent by the CCG on NHS treatments at private/independent hospitals
BOL/FOI/8556	31/08/2016	Answered within 20 working days	CCG contracts	Requester seeks a breakdown of the CCG's non-NHS provider contracts
BOL/FOI/8562	02/09/2016	Answered within 20 working days	IM&T	Information sought about PBX details, including current description, incumbent supplier and the contract dates
BOL/FOI/8570	05/09/2016	Answered within 20 working days	Commissioning	Contact details sought for the CCG's commissioner of Tier 3 obesity services as well as the provider and the number of patients referred to Tier 3
BOL/FOI/8578	05/09/2016	Answered within 20 working days	Condition/Treatment specific	Information requested about the CCG's planning for an influenza pandemic
BOL/FOI/8586	05/09/2016	Answered within 20 working days	Condition/Treatment specific	Information sought about the extent of access and referral to faecal calprotectin (FCP) testing in order to assist GPs to better differentiate between IBS and suspected IBD
BOL/FOI/8601	08/09/2016	Answered within 20 working days	Commissioning	Information requested about the amount of money the CCG spent on employing occupational therapists and the number of OTs working within general practices since 2018
BOL/FOI/8609	08/09/2016	Answered within 20 working days	Management costs	Requester seeks the latest price paid per ream (500 sheets) of standard white copier paper,

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
				the average price per ream for 2015/16, and the quantity
BOL/FOI/8618	12/09/2016	Withdrawn	Continuing Healthcare	Request for information on how CCG's manage CHC
BOL/FOI/8625	13/09/2016	Answered within 20 working days	Management costs	Requester seeks a copy of the CCG's annual report and accounts for 2014-2015
BOL/FOI/8627	13/09/2016	Answered within 20 working days	Commissioning	Requester asks if the CCG is responsible for commissioning out of hours services in the area and if so, what organisation the CCG has contacted to provide the service and the patient population size covered by the service
BOL/FOI/8635	14/09/2016	Answered within 20 working days	CCG contracts	Requester asks if the CCG currently pays for GP direct access pathology on a block contract, average price per test overall, average price per test speciality or a specific test price
BOL/FOI/8644	19/09/2016	Answered within 20 working days	Continuing Healthcare	Information sought about the volume of NHS Continuing Healthcare funding across NHS and Non-NHS providers, including gross, average and weekly fee rates provided by non-NHS providers
BOL/FOI/8653	20/09/2016	Answered within 20 working days	Condition/Treatment specific	Information requested about the activities the CCG has undertaken to increase cervical cancer screening attendance, what the outcome of the these activities are & whether women are able to attend outside of working hours
BOL/FOI/8665	21/09/2016	Answered within 20 working days	CCG contracts	Requester asked for the number of contracts let by competitive tender for the CCG from 2013-2016, including their financial value in percentage
BOL/FOI/8673	22/09/2016	Answered within 20 working days	Condition/Treatment specific	Requester seeks the CCG's most up to date wound care formulary and wishes to know how compliance with formulary is enforced, the average monthly usage of each product, number of wound care products not currently on the formulary, etc.
BOL/FOI/8683	22/09/2016	Answered within 20 working days	Commissioning	Requester asks if the procedure to remove gallstones is provided by the CCG and if so, which site it is offered
BOL/FOI/8691	22/09/2016	Answered within 20 working days	Continuing Healthcare	Information sought about the number of current and active personal health budgets and integrated commissioning budgets
BOL/FOI/8693	22/09/2016	Answered within 20 working days	CCG policy	The requester asks if the CCG has delayed care or refused any form of treatment, procedure or surgery on the grounds that they smoke or because they are obese
BOL/FOI/8704	23/09/2016	Answered within 20 working days	Commissioning	Information requested about ADHD services for young people, the details of the services and the intervention offered
BOL/FOI/8715	26/09/2016	Answered within 20 working days	Medicines Management	Requester seeks a list of pharmaceutical products/medicines/drugs that the CCG currently holds rebate agreements for and the rebate start date
BOL/FOI/8722	26/09/2016	Answered within 20 working days	Commissioning	Information sought about the referrals made by the CCG to specialist urology services between 2013-2016, separated by gender and first time

Ref No	Received in CCG	Response sent on time?	Theme	Nature of Request
				referrals
BOL/FOI/8727	28/09/2016	Answered within 20 working days	Continuing Healthcare	Information sought about the number of current NHS Continuing Healthcare patients who fall into a group with a prolonged disorder of consciousness and how many of these patients are cared for in an NHS facility, nursing home, own home, etc.
BOL/FOI/8736	29/09/2016	Answered within 20 working days	Commissioning	Information sought about the number of GP practices in the CCG, how many of them have an active PPGs with a named chair, who is responsible for these & what did practices without PPGs do with dedicated funds allocated in April 2015
BOL/FOI/8744	30/09/2016	Answered within 20 working days	Condition/Treatment specific	Request as to which specialist interventions or services exist for people who have both financial difficulties and mental health problems
BOL/FOI/8751	30/09/2016	Answered within 20 working days	Contact details	Contact details sought for the CCG's procurement officer/medicines management pharmacist responsible for standardisation and guidance for diabetes and current standardisation guidelines for blood glucose meters and insulin pen needles

2.1.3 Quarter 3:

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 working days	CCG meetings	Request for Governing Body minutes and papers and any CCG communications with GP practices 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	Commissioning	Request regarding whether the CCG operates or commissions a referral management centre that

Ref No	Received	Response sent on time?	Theme	Nature of Request
		working days		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 Weight Management Services and funding arrangements
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	CCG contracts	Request to understand the CCG's spend on

Ref No	Received	Response sent on time?	Theme	Nature of Request
		within 20 working days		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 working days	Continuing Healthcare	Request for a copy of a previous FOI response from September 2016, in order for Thurrock CCG 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	Management costs	Request to understand how much money has

Ref No	Received	Response sent on time?	Theme	Nature of Request
		within 20 working days		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
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

Ref No	Received	Response sent on time?	Theme	Nature of Request
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
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

Ref No	Received	Response sent on time?	Theme	Nature of Request
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

2.1.4 Quarter 4:

Ref No	Received	Response sent on time?	Theme	Nature of Request
BOL/FOI/9396	03/01/2017	Answered within 20 working days	CCG policy	Request for a complete, up to date set of patient group directions or the location of where the requester can obtain them from
BOL/FOI/9398	03/01/2017	Answered within 20 working days	Commissioning	Request for details of any GP groups, including federations or super practices, currently working within the CCG area
BOL/FOI/9406	04/01/2017	Answered within 20 working days	CCG policy	Request for the General Practice Forward View Plan that was submitted to NHS England by the CCG by 23 December 2016, as required in the NHS Operational Planning and Contracting Guidance 2017-2019
BOL/FOI/9414	04/01/2017	Answered in more than 20 working days	Continuing Healthcare	Information sought about the amount spent on NHS Funded Nursing Care in care homes by the CCG in each financial year from 2013/14 to 2015/16
BOL/FOI/9422	06/01/2017	Answered within 20 working days	IM&T	Request for the CCG's BACS payments and direct debit collection software provider, as well as a list of suppliers, along with the

Ref No	Received	Response sent on time?	Theme	Nature of Request
				expenditure on computer software in the CCG
BOL/FOI/9430	06/01/2017	Answered within 20 working days	Continuing Healthcare	Request for information relating to the first ten occasions in which the CCG sanctioned the use of a patients Personal Health Budget to be spent on something that was not for the provision of care, medicine or healthcare transport
BOL/FOI/9437	09/01/2017	Answered in more than 20 working days	Continuing Healthcare	Request for how many referrals, (under Continuing Healthcare data) exceeded the 28 days referral time in quarters 1 and 2 for 2016/17
BOL/FOI/9444	11/01/2017	Answered in more than 20 working days	Continuing Healthcare	Information sought about who is responsible for Continuing Healthcare budget for 2016/2017 and how much was spent in 2015/2016. Requester also asked if there were any third-party services used and what are the internal costs for managing Continuing Healthcare/ Funded Nursing Care?
BOL/FOI/9452	10/01/2017	Withdrawn	IM&T	Information sought about the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support
BOL/FOI/9460	11/01/2017	Answered within 20 working days	Condition/Treatment specific	Request for how much the CCG has spent on the removal of breast implants in the last five years
BOL/FOI/9475	12/01/2017	Answered within 20 working days	Condition/Treatment specific	Request for the details, by dental practice and number of weeks waiting, of those patients waiting for braces in the Bolton area and who are under 18 years of age
BOL/FOI/9481	12/01/2017	Answered within 20 working days	CCG contracts	Request for confirmation as to whether the CCG currently has any contracts with private companies to support primary care through the reviewing of GP referrals
BOL/FOI/9489	13/01/2017	Answered within 20 working days	Condition/Treatment specific	Request for information about patients who are on Oral Nutritional Supplements and who have been referred to a dietitian
BOL/FOI/9501	17/01/2017	Answered within 20 working days	Medicines Management	Information sought about the drugs or treatments that the CCG no longer funds or drugs that are funded outside of the NICE guidelines
BOL/FOI/9509	17/01/2017	Answered within 20 working days	CCG contracts	Information sought about the contract, provider and data relating to non-emergency transport, including incentives and penalties for performance and the types of journey included in the contract
BOL/FOI/9517	17/01/2017	Answered within 20 working days	CCG contracts	Request for a full list of NHS and non-NHS services or companies supplying emergency and non-emergency telephony call handling services in the CCG area
BOL/FOI/9526	18/01/2017	Answered within 20 working days	Commissioning	Request for information about the funding arrangements with local hospices, details of any contract arrangement, the number of hospices the CCG funds, the total sum given to each hospice in the area since 2010/11, and the budget for hospice funding

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BOL/FOI/9534	18/01/2017	Answered within 20 working days	CCG contracts	Information sought about the contracts and outsourcing of NEPTS and the future plans of the service
BOL/FOI/9541	18/01/2017	Answered within 20 working days	Medicines Management	Request for information relating to the rebate schemes for blood glucose testing strips, including start and end dates
BOL/FOI/9543	19/01/2017	Answered within 20 working days	Contact details	Request for the contact details of the CCG's clinical lead for substance abuse and misuse
BOL/FOI/9561	20/01/2017	Answered within 20 working days	Commissioning	Request for details of the CCG's financial incentives to GP surgeries for reducing the number of inappropriate referrals for hospital treatment and/or diagnostic tests
BOL/FOI/9570	23/01/2017	Answered within 20 working days	Effective use of resources	Request for the number of Individual Funding Requests for the usage of Infliximab in the treatment of Hidradentis Suppurativa and whether there are any gainshare agreements between the CCG and provider (e.g. hospital trust)
BOL/FOI/9587	25/01/2017	Answered within 20 working days	Medicines Management	Request for a copy of any agreement, any communications between the companies marketing such COPD medicine and any information or requests sent to GP practices with respect to such CCG medicines
BOL/FOI/9589	25/01/2017	Answered within 20 working days	Commissioning	Request for information about the caseload across the primary care dietetic team for the last full year
BOL/FOI/9597	24/01/2017	Answered within 20 working days	HR	Request for the number of FTE staff employed by the CCG, overall workforce training cost, and the budget for e-learning and external/freelance training consultants
BOL/FOI/9610	25/01/2017	Answered within 20 working days	Commissioning	Request for confirmation of whether services have been commissioned by the CCG for five paediatric continence problems and whether there is a single service for each
BOL/FOI/9612	26/01/2017	Answered within 20 working days	Commissioning	Request for the total number of adults that are funded by the CCG for inpatient mental health rehabilitation services, broken down by gender, 'in' or 'out of area', those in NHS or independent provider hospital units, locked or open rehabilitation units
BOL/FOI/9625	27/01/2017	Answered within 20 working days	IM&T	Request for details around the CCG's IT infrastructure, IT spend, the aspects managed by a cloud provider, percentage of systems virtualised, management of data storage, GP Wi-Fi coverage, and devices used by the CCG
BOL/FOI/9634	30/01/2017	Answered within 20 working days	Medicines Management	Request for the CCG's Oral Nutritional Supplement formulary or details of where to find it
BOL/FOI/9645	01/02/2017	Answered within 20 working days	Commissioning	Request for a list of any qualified provider organisations commissioned by the CCG that provide patient facing services
BOL/FOI/9654	01/02/2017	Answered within 20 working days	Commissioning	Request for how much has been spent by the CCG on outsourcing non-emergency patient transport services to private companies in each financial year since the

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				CCG's formation in April 2013. If DHL, how much was paid to them?
BOL/FOI/9668	07/02/2017	Answered within 20 working days	HR	Request for confirmation of the percentage of CCG staff that have received training on the government's Prevent strategy. Does all staff receive training or just clinical staff, how many people has the CCG referred to prevent since 2015?
BOL/FOI/9678	08/02/2017	Answered within 20 working days	Commissioning	Request for information on GP Practice closures for each CCG, information on lists of patient and the support offered
BOL/FOI/9686	08/02/2017	Answered within 20 working days	Commissioning	Request to understand the amount of money spent by each CCG on Acupuncture Services between 2013-1206 and details about referrals including the number, policy and the type of referrals made
BOL/FOI/9697	07/02/2017	Answered within 20 working days	Continuing Healthcare	Request for information about the number of Continuing Healthcare claims that have been approved/ declined since 30 September 2012? How many claims have been approved/ declined where virtually no care home records have been available?
BOL/FOI/9699	08/02/2017	Answered within 20 working days	CCG policy	Request for information about the policies regarding funding for facial palsy treatments and/or surgery in the past 18 months since the previous FOI request was made
BOL/FOI/9707	09/02/2017	Answered within 20 working days	CCG structure	Information sought about whether the CCG has an individual who leads on Commissioning/ a clinical manager/ GP lead/ for Neurology/ Neurosciences or Multiple Sclerosis and if so, the contact details of these individuals
BOL/FOI/9715	10/02/2017	Answered within 20 working days	GP Federations	Request for a list of any Federations within the CCG area
BOL/FOI/9723	08/02/2017	Answered within 20 working days	CCG contracts	Request for confirmation as to whether the CCG has a referral management contract in place and if so who is the supplier and what is the expiry date? Is it performing as expected?
BOL/FOI/9732	13/02/2017	Answered within 20 working days	Management costs	Information relating to the amount that governing body members spend in expenses in 2014-2016, including car hire and long-term accommodation costs. The requester requires statements giving a breakdown of spending and the card user name
BOL/FOI/9741	15/02/2017	Answered within 20 working days	Condition/Treatment specific	Request for information about whether the CCG provides/ has provided a specialist counselling for infertility for the years 2012, 2013, 2014, 2015 and 2016
BOL/FOI/9749	16/02/2017	Answered within 20 working days	Commissioning	Request as to whether the CCG commissions a community-based musculoskeletal (MSK) services or a community-based physiotherapy service and information around this if so
BOL/FOI/9759	17/02/2017	Answered within 20 working days	Commissioning	Request to confirm whether the CCG has a Community Healthcare provider for Ophthalmology, Dermatology, Gynaecology,

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				ENT and Oral Surgery, and if so, when the contract expires
BOL/FOI/9771	20/02/2017	Answered within 20 working days	Commissioning	Request for the names of the hospitals that have discontinued the provision of assistive devices and hip precautions following total hip replacement
BOL/FOI/9779	20/02/2017	Answered within 20 working days	Condition/Treatment specific	Request for information about access to NICE approved treatments in Ophthalmology and commissioning policies for cataract surgery
BOL/FOI/9788	23/02/2017	Answered within 20 working days	CCG contracts	Request for confirmation of how many contracts the CCG has awarded to private health providers in the past 5 years to provide NHS walk in centre services
BOL/FOI/9791	23/02/2017	Answered within 20 working days	Commissioning	Request for confirmation as to what age young people are no longer able to access child and mental health services, how many adolescents are aged 13-18 used CAMHS in 2016, what percentage of appointments were cancelled
BOL/FOI/9799	24/02/2017	Answered within 20 working days	Commissioning	Request to understand if the CCG has used staff members who were funded by the pharmaceutical industry to carry out reviews of patients' records within the last two years
BOL/FOI/9807	24/02/2017	Answered within 20 working days	Condition/Treatment specific	Request for information on the types of individual therapy that are offered by the CCG, inclusive of the number of patients, the length of wait and the financial cost of treatment for both adults and children
BOL/FOI/9814	24/02/2017	Answered within 20 working days	Medicines Management	Request for information about the volume of foam dressings used by the CCG in the last 2 years, defined by brand
BOL/FOI/9826	02/03/2017	Answered within 20 working days	Commissioning	Request for information about extended GP access across each CCG, the number of patients this is available to and the funding amount spent
BOL/FOI/9834	02/03/2017	Answered within 20 working days	NHS 111	Information sought about the number of Serious Untoward Incidents that were recorded for the NHS 111 service between 2014-2017, including the names of the provider and reports detailing the incidents
BOL/FOI/9842	02/03/2017	Answered within 20 working days	IM&T	Request for ICT documentation containing the future plans and strategies of the CCG's ICT department, including business plan, technical strategy, structure and budgets
BOL/FOI/9849	03/03/2017	Answered within 20 working days	Commissioning	Request for the CCG's spend for mental health services in 2015/16 and 2016/17 and the budget for 2017/18 and 2018/19
BOL/FOI/9857	03/03/2017	Answered within 20 working days	Continuing Healthcare	Request for details of any third party tech solutions the CCG uses to record patient information relating to NHS Continuing Healthcare
BOL/FOI/9865	07/03/2017	Answered within 20 working days	Commissioning	Request for information regarding Ophthalmology service provision and activity for the CCG, including community based services, AQP contracts and secondary care
BOL/FOI/9873	07/03/2017	Answered within	Commissioning	Request for information relating to the

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		20 working days		financial budget spent on external contracts for delivering care to Learning Disability patients
BOL/FOI/9881	07/03/2017	Answered within 20 working days	Condition/Treatment specific	Request for the number of patients on oral nutritional supplements that originated from the community and the number from hospitals for the CCG's last full year
BOL/FOI/9889	08/03/2017	Answered within 20 working days	HR	Request for information on the amount of money spent on community agency nurses from 03/16 to present, including total hours worked and the names of the agency services
BOL/FOI/9900	10/03/2017	Answered within 20 working days	condition/Treatment specific	Information sought about the CCG's provision of bisphosphonates, Falsodex (fulvestrant) and breast reconstruction and balancing surgery
BOL/FOI/9910	08/03/2017	Answered within 20 working days	Condition/Treatment specific	Request for information about the prevalence rates of carers of people with dementia
BOL/FOI/9918	10/03/2017	Answered within 20 working days	CCG contracts	Request for information about the provision of clinical Ophthalmology services, including provider names and contract start and end dates, as well as expenditure and associated activity levels
BOL/FOI/9926	10/03/2017	Answered within 20 working days	Medicines Management	Request for information about honey wound dressings, such as the date they appeared on the CCG's formulary, how many the CCG has purchased, and the reasons for the addition to the formulary
BOL/FOI/9934	10/03/2017	Answered within 20 working days	Commissioning	Request for information about Neurorehabilitation funding for adults from 2013 to 2016, including a breakdown by level (Level 2a or 2b or Level 3) and a list of providers
BOL/FOI/9942	10/03/2017	Answered within 20 working days	CCG contracts	Request for details about the CCG's IAPT service, including the provider, dates the contract begins and ends, and the contract's estimated annual value at the last point that it was tendered
BOL/FOI/9951	10/03/2017	Answered within 20 working days	IM&T	Request for information about the Electronic Palliative Care Coordination Systems (EPaCCS) the CCG has in place, such as how and amongst which services it works, as well as whether any interoperability issues have been addressed
BOL/FOI/9959	14/03/2017	Answered within 20 working days	CCG policy	Request for information about the CCG's policy on funding IVF treatment, whether the policy has changed in the last 12 months, and whether plans are being considered to change the policy
BOL/FOI/9967	15/03/2017	Answered within 20 working days	Contact details	Request for the name and contact details of the CCG's Head of Continuing Health Care and Head of Procurement
BOL/FOI/9975	15/03/2017	Answered within 20 working days	Contact details	Request for the name of the contact who acts as a go-between with framework agencies for non-medical non-clinical RM971 (Corporate, Finance, IT & HR) recruitment

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BOL/FOI/9982	14/03/2017	Answered within 20 working days	Commissioning	Request for details around the CCG's Out of Hours service, such as whether it's commissioned and contracted centrally or whether the provision and contracting is the responsibility of the individual GP practice
BOL/FOI/9984	16/03/2017	Answered within 20 working days	Commissioning	Request for information relating to the budget spent on treatment for patients with prescription drug addiction
BOL/FOI/9992	15/03/2017	Answered within 20 working days	Commissioning	Request for information on the services that are available for people with neurological conditions and how the commissioning for these services is being approached
BOL/FOI/10008	20/03/2017	Answered within 20 working days	Continuing Healthcare	Request for expenditure on NHS Continuing Healthcare, workforce management, agency staff, back office functions and GP federations
BOL/FOI/10016	21/03/2017	Answered within 20 working days	CCG policy	Request for information about the CCG's expenditure on IVF, the number of people who received treatment, estimated funding gaps, and public consultations on IVF in the area
BOL/FOI/10024	22/03/2017	Answered within 20 working days	Medicines Management	Request for information about whether hypoallergenic formula is available on prescription for infants with Cow's Milk Protein Allergy (CMPA) and whether the CCG will continue to provide this food for special medical purposes
BOL/FOI/10033	22/03/2017	Answered within 20 working days	Commissioning	Request for information about the number of podiatrists commissioned, the amount spent on podiatric services, and the number of referrals from the NHS to private services in each fiscal year since 2013/14, as well as any plans to increase the service
BOL/FOI/10041	24/03/2017	Answered within 20 working days	Contact details	Request for the name of the CCG's antimicrobial stewardship programme lead, whether the CCG has fully implemented all components of the RCGP TARGET antibiotics toolkit and NICE Guideline 15, and further antimicrobial plans
BOL/FOI/10059	28/03/2017	Answered within 20 working days	CCG structure	Request for a copy of the CCG's organisation chart, particularly areas of Senior Management, Information, Performance, Finance, Data, Analytics & IT
BOL/FOI/10066	29/03/2017	Answered within 20 working days	Continuing Healthcare	Request for clarification as to whether any training is required of carers providing care to Personal Health Budget holders within Continuing Healthcare and whether the requirements are mapped to any particular standard