

# **NHS Bolton CCG**

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

1 July 2017 – 30 September 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 July 2017 – 30 September 2017 (quarter 2, 2017 – 2018).

# 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 374 Freedom of Information requests on behalf of all CCG partners.
- 2.3 Of these requests, 59 (16%) related to NHS Bolton CCG.
- 2.4 Of the 59 Freedom of Information requests received:

| Freedom of Information requests received by NHS Bolton CCG | 2017 - 2018 |           | 2016 - 2017 |           |
|--|-------------|-----------|-------------|-----------|
|  | Quarter 2   | Quarter 1 | Quarter 4   | Quarter 3 |
| Number of requests received                                | 59          | 61        | 79          | 76        |
| Answered within 20 working days                            | 93%         | 98%       | 96%         | 100%      |
| Answered in more than 20 working days                      | 7%          | 2%        | 4%          | 0%        |
| Withdrawn  | 1           | 0         | 1           | 2         |
| Ongoing  | 0           | 0         | 0           | 0         |

- 2.5 Of the 59 Freedom of Information requests received in this reporting period, 22% were themed as being about the financial arrangements and decisions of the CCG. 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 | 2017 - 2018 |     |           |     | 2016 - 2017 |        |           |     |
|---|-------------|-----|-----------|-----|-------------|--------|-----------|-----|
|   | Quarter 2   |     | Quarter 1 |     | Quarter 4   |        | Quarter 3 |     |
|   | No          | %   | No        | %   | No          | %      | No        | %   |
| Finance   | 13          | 22% |           |     |             |        |           |     |
| Condition/ Treatment specific                                       | 8           | 14% | 4         | 7%  | 9           | 11.39% | 3         | 4%  |
| Continuing Healthcare   | 7           | 12% | 5         | 8%  | 8           | 10.13% | 7         | 9%  |
| Contact details   | 6           | 10% | 6         | 10% | 4           | 5.06%  | 6         | 8%  |
| Commissioning   | 6           | 10% | 16        | 26% | 24          | 30.38% | 28        | 37% |
| CCG policy  | 5           | 8%  | 5         | 8%  | 5           | 6.33%  |           |     |
| CCG contracts   | 5           | 8%  | 4         | 7%  | 8           | 10.13% | 6         | 8%  |
| CCG meetings  |             |     |           |     |             |        | 1         | 1%  |
| CCG structure   |             |     |           |     | 2           | 2.53%  |           |     |
| Freedom of Information  |             |     | 1         | 2%  |             |        |           |     |
| GP Federations  |             |     |           |     | 1           | 1.27%  |           |     |
| IM&T  | 3           | 5%  | 5         | 8%  | 5           | 6.33%  | 5         | 7%  |

| Freedom of Information requests received by NHS Bolton CCG by theme | 2017 - 2018 |             |           |             | 2016 - 2017 |                |           |             |
|---|-------------|-------------|-----------|-------------|-------------|----------------|-----------|-------------|
|   | Quarter 2   |             | Quarter 1 |             | Quarter 4   |                | Quarter 3 |             |
|   | No          | %           | No        | %           | No          | %              | No        | %           |
| Individual Funding Requests   |             |             | 1         | 2%          | 1           | 1.27%          |           |             |
| HR  | 2           | 3%          | 2         | 3%          | 3           | 3.80%          | 4         | 5%          |
| Quality and Safety  | 1           | 2%          |           |             |             |                |           |             |
| Medicines Management  | 1           | 2%          | 4         | 7%          | 7           | 8.86%          | 12        | 16%         |
| Management costs  | 1           | 2%          | 7         | 11%         | 1           | 1.27%          | 2         | 3%          |
| NHS 111   |             |             |           |             |             |                |           |             |
| Patient records   |             |             |           |             |             |                | 1         | 1%          |
| NHS Constitution  |             |             | 1         | 2%          |             |                | 1         | 1%          |
| Information Governance  | 1           | 2%          |           |             | 1           | 1.27%          |           |             |
| <b>Total</b>  | <b>59</b>   | <b>100%</b> | <b>61</b> | <b>100%</b> | <b>79</b>   | <b>100.00%</b> | <b>76</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 2, 2017 – 2018.

Rob McDougall  
Patient Services Manager  
Greater Manchester Shared Services  
28 December 2017

## Appendix 1

### 1. Freedom of Information requests

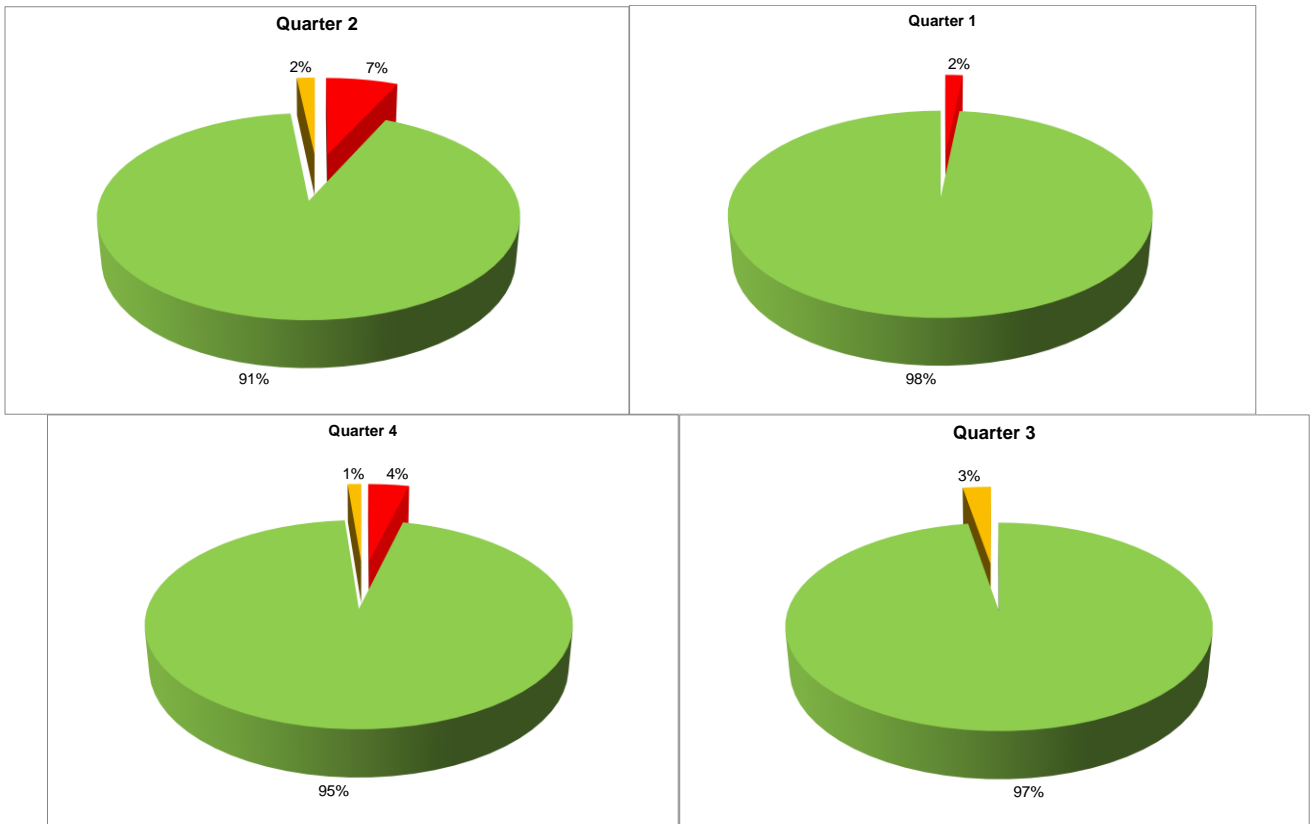
1.1 The Freedom of Information Act 2000 requires all public authorities to make any information they hold available on request. The information requested reflects the issues of interest to the press and the public, and covers a variety of matters including prescribing guidance, the use of agency staff, 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 2, 2017 - 2018</b> | <b>6</b>       | <b>0</b>         | <b>3</b>             | <b>2</b>           | <b>1</b>           | <b>4</b>                   | <b>2</b>               | <b>2</b>       | <b>6</b>    | <b>1</b>   | <b>0</b>        | <b>0</b> | <b>32</b> | <b>59</b> |
| July                          | 2              |                  | 1                    | 1                  | 1                  | 2                          | 1                      |                | 3           |            |                 |          | 10        | 21        |
| August                        | 2              |                  |                      | 1                  |                    | 2                          |                        | 1              | 2           | 1          |                 |          | 15        | 24        |
| September                     | 2              |                  | 2                    |                    |                    |                            | 1                      | 1              | 1           |            |                 |          | 7         | 14        |
| <b>Quarter 1 2017 - 2018</b>  | <b>0</b>       | <b>0</b>         | <b>2</b>             | <b>4</b>           | <b>0</b>           | <b>0</b>                   | <b>2</b>               | <b>1</b>       | <b>5</b>    | <b>2</b>   | <b>0</b>        | <b>1</b> | <b>44</b> | <b>61</b> |
| April                         |                |                  |                      |                    |                    |                            | 1                      | 1              | 4           |            |                 | 1        | 13        | 20        |
| May                           |                |                  | 2                    | 3                  |                    |                            | 1                      |                |             | 1          |                 |          | 17        | 24        |
| June                          |                |                  |                      | 1                  |                    |                            |                        |                | 1           | 1          |                 |          | 14        | 17        |
| <b>Quarter 4 2016 - 2017</b>  | <b>5</b>       | <b>2</b>         | <b>4</b>             | <b>4</b>           | <b>0</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>79</b> |
| January                       | 2              | 1                |                      | 1                  |                    | 1                          |                        | 2              | 3           | 1          |                 |          | 12        | 23        |
| February                      |                | 1                | 2                    | 2                  |                    | 1                          | 1                      |                | 5           |            |                 |          | 17        | 29        |
| March                         | 3              |                  | 2                    | 1                  |                    | 1                          |                        | 1              | 2           | 3          |                 |          | 14        | 27        |
| <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        |

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 4 Freedom of Information requests received in quarter 2 2017 - 2018 were responded to in more than 20 working days. Analysis of these requests shows that all breaches occurred due to the late receipt of information from NHS Bolton CCG.

1.7 All Freedom of Information requests received in this reporting period 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:

| Ref No        | Received   | Response sent on time?          | Theme                 | Nature of Request   |
|---------------|------------|---------------------------------|-----------------------|---|
| BOL/FOI/10459 | 03/07/2017 | Answered within 20 working days | CCG contracts         | Request for the current provider, contract details and budget details of the CCG's Non-Emergency Patient Transport Services   |
| BOL/FOI/10465 | 05/07/2017 | Answered within 20 working days | Continuing Healthcare | Request for a copy of the CCG's "Continuing Healthcare Choice & Equity Policy", or any similar policy which sets out how decisions for Continuing Healthcare are made |
| BOL/FOI/10469 | 05/07/2017 | Withdrawn                       | Condition/ Treatment  | Request for information about the (a) mean, (b) highest and (c) lowest caseload of  |

| Ref No        | Received   | Response sent on time?                | Theme                         | Nature of Request   |
|---------------|------------|---------------------------------------|-------------------------------|---|
|               |            |                                       | specific                      | patients in the trust's (i) substance misuse services and (ii) the crisis resolution and home treatment teams in each financial year since 2012/13  |
| BOL/FOI/10475 | 05/07/2017 | Answered within 20 working days       | Condition/ Treatment specific | Request for information about how many babies (i.e.) below the age of 1 were diagnosed with issues of ankyloglossia (tongue-tie) in each financial year since 2012/13 and how many had a surgical procedure   |
| BOL/FOI/10481 | 06/07/2017 | Answered within 20 working days       | Continuing Healthcare         | Request for information about how many reviews for NHS Continuing Healthcare funding the CCG has undertaken between July 2016 – July 2017   |
| BOL/FOI/10487 | 06/07/2017 | Answered within 20 working days       | Contact details               | Requester has asked for contact details of the person/department that is responsible for answering FOI requests in the event that the CCG's ICES contract is managed by a Council organisation  |
| BOL/FOI/10493 | 06/07/2017 | Answered within 20 working days       | CCG policy                    | Request for the CCG's policy on the commissioning of Tier 3 weight management clinics (in April 2017 commissioning transferred from NHS England to CCG's)   |
| BOL/FOI/10499 | 10/07/2017 | Answered within 20 working days       | Finance                       | Request for information about how the CCG chooses to allocate its resources (money) and what is the decision making process   |
| BOL/FOI/10505 | 10/07/2017 | Answered within 20 working days       | Condition/ Treatment specific | Request for a copy of CCG policies regarding the processing of funding requests for several described scenarios   |
| BOL/FOI/10518 | 18/07/2017 | Answered within 20 working days       | CCG contracts                 | Request for information about who currently supplies the CCG with labels  |
| BOL/FOI/10524 | 19/07/2017 | Answered within 20 working days       | Contact details               | Request for the contact details regarding the commissioning of NHS 111 services as well as a point of contact for the procurement of NHS services   |
| BOL/FOI/10530 | 19/07/2017 | Answered within 20 working days       | Finance                       | Request for information about how many users does the CCG provide deputyship or Power of Attorney for and does the CCG charge for it  |
| BOL/FOI/10535 | 21/07/2017 | Answered within 20 working days       | HR                            | Request for information about the number of overseas trips undertaken by staff at the CCG, including a breakdown for each trip (date, destination, number of days lasted and the purpose of the trip)   |
| BOL/FOI/10565 | 24/07/2017 | Answered in more than 20 working days | Finance                       | Request for the financial spend and forecast for FY 2015-16, FY 2016-17 and FY 2017-18  |
| BOL/FOI/10571 | 24/07/2017 | Answered within 20 working days       | Contact details               | Request for information about the CCG's designated policy lead on weight management interventions in 2014,15 and 16 by Tier 1,2,3 or 4, also the number of patients requiring weight management interventions and which tiers the CCG commissions and how patients access this intervention |

| Ref No        | Received   | Response sent on time?                | Theme                         | Nature of Request  |
|---------------|------------|---------------------------------------|-------------------------------|--|
| BOL/FOI/10578 | 26/07/2017 | Answered in more than 20 working days | Finance                       | Request for information about the CCG's overall financial spend for 2015-16, 2016 - 17, and the projected spend for 2017-18                                    |
| BOL/FOI/10584 | 27/07/2017 | Answered within 20 working days       | Finance                       | Request for information about the CCG's expenditure over the value of £25,000  |
| BOL/FOI/10586 | 27/07/2017 | Answered within 20 working days       | HR                            | Request for information about the number of jobs that were matched via the Agenda for Change process between the months of April 1st 2016 - to March 31st 2017 |
| BOL/FOI/10592 | 31/07/2017 | Answered within 20 working days       | Contact details               | Request for the contact details of staff filling specific roles within the CCG   |
| BOL/FOI/10598 | 31/07/2017 | Answered in more than 20 working days | Finance                       | Request for information about the total amount of money spent by the CCG on all psychological therapies  |
| BOL/FOI/10604 | 31/07/2017 | Answered within 20 working days       | Commissioning                 | Request for information about whether the CCG funds toric intraocular lenses for NHS patients with astigmatism who are undergoing cataract surgery             |
| BOL/FOI/10610 | 03/08/2017 | Answered within 20 working days       | Finance                       | Request for the current statement of car parking charges for staff and the wages and job titles of the CCG's five highest paid members of staff                |
| BOL/FOI/10616 | 03/08/2017 | Answered within 20 working days       | Commissioning                 | Request for information about whether the CCG commissions attendant powered indoor or outdoor wheelchairs and, if so, to provide the eligibility criteria      |
| BOL/FOI/10622 | 03/08/2017 | Answered within 20 working days       | Management costs              | Request for information about how much the CCG has spent on management consultancy   |
| BOL/FOI/10632 | 03/08/2017 | Answered within 20 working days       | Condition/ Treatment specific | Request for information about the treatment of inpatients with heart failure   |
| BOL/FOI/10634 | 03/08/2017 | Answered within 20 working days       | Condition/ Treatment specific | Number for information about patients with severe regional pain syndrome   |
| BOL/FOI/10639 | 04/08/2017 | Answered within 20 working days       | Condition/ Treatment specific | Request for information about referrals that are made from primary care  |
| BOL/FOI/10645 | 07/08/2017 | Answered within 20 working days       | Commissioning                 | Request for information about cardiology investigations and the associated cost  |
| BOL/FOI/10651 | 07/08/2017 | Answered within 20 working days       | Finance                       | Request for information about the cost of the CCG from 2015 to 2018  |
| BOL/FOI/10657 | 07/08/2017 | Answered within 20 working days       | Finance                       | Request for information about the CCG's spend on mental health, learning disability and Dementia services  |
| BOL/FOI/10668 | 08/08/2017 | Answered within 20 working days       | Condition/ Treatment specific | Request for information about patients with diabetes   |
| BOL/FOI/10675 | 08/08/2017 | Answered within 20 working days       | Condition/ Treatment specific | Request for Information about metal hip resurfacing procedures   |
| BOL/FOI/10683 | 09/08/2017 | Answered                              | Finance                       | Request for information about the CCG's  |



| Ref No        | Received   | Response sent on time?          | Theme                 | Nature of Request  |
|---------------|------------|---------------------------------|-----------------------|--|
|               |            | within 20 working days          |                       | funding between the years 2012-2019  |
| BOL/FOI/10687 | 11/08/2017 | Answered within 20 working days | CCG policy            | Request for information about the BMI limits imposed by the CCG for patients requiring a procedure   |
| BOL/FOI/10693 | 11/08/2017 | Answered within 20 working days | Finance               | Requester has asked the CCG to confirm or deny that it received financial payments or benefits in kind from private sector companies or charities in 2015                                  |
| BOL/FOI/10699 | 15/08/2017 | Answered within 20 working days | CCG policy            | Requester has asked to be sent a copy of any current commissioning policy produced by the CCG for the termination of pregnancy   |
| BOL/FOI/10700 | 16/08/2017 | Answered within 20 working days | CCG policy            | Request for information about the criteria, if any, that the CCG has stipulated for the provision of bariatric surgery   |
| BOL/FOI/10708 | 17/08/2017 | Answered within 20 working days | Commissioning         | Request for information about the CCG's General Practice Forward View delivery plans, as submitted to NHS England in December 2016 and February 2017                                       |
| BOL/FOI/10714 | 18/08/2017 | Answered within 20 working days | IM&T                  | Request for information about how many GP practices in the CCG 's area had to shut down any IT systems in response to the ransomware attack, known as WannaCry, on or after 12 May, 2017   |
| BOL/FOI/10720 | 24/08/2017 | Answered within 20 working days | CCG contracts         | Requester has asked if the CCG has mandated in its providers' service contracts that failure to comply with best practice in VTE prevention will result in consequences imposed by the CCG |
| BOL/FOI/10729 | 25/08/2017 | Answered within 20 working days | Medicines Management  | Request for information about the prescribing decision support systems that are used by GP practices within the CCG area   |
| BOL/FOI/10739 | 30/08/2017 | Answered within 20 working days | Contact details       | Requester would like to know who the best person to contact is regarding falls prevention, falls pathway, equipment manager or moving and handling within the CCG                          |
| BOL/FOI/10741 | 31/08/2017 | Answered within 20 working days | CCG Contracts         | Requester has asked if there are any gain share agreements in place between the CCG and its providers (e.g. hospital trust)  |
| BOL/FOI/10747 | 31/08/2017 | Answered within 20 working days | IM&T                  | Requester has asked if the CCG uses Miniquest software to extract GP Data and if not, which software do they use   |
| BOL/FOI/10753 | 31/08/2017 | Answered within 20 working days | Continuing Healthcare | Request for information around Continuing Healthcare auditing and the approval of packages in 2016/17 within the CCG   |
| BOL/FOI/10764 | 01/09/2017 | Answered within 20 working days | Continuing Healthcare | Requester has asked if the CCG has an approved policy which defines a threshold of funding packages of care for patients' eligible for CHC funded care                                     |
| BOL/FOI/10770 | 04/09/2017 | Answered within 20 working days | CCG policy            | Request for information about any commissioning policies the CCG has introduced (with the exception of IVF) that delay access to surgery based on alcohol                                  |

| Ref No        | Received   | Response sent on time?                | Theme                  | Nature of Request   |
|---------------|------------|---------------------------------------|------------------------|---|
|               |            |                                       |                        | consumption   |
| BOL/FOI/10778 | 07/09/2017 | Answered within 20 working days       | Contact details        | Requester as asked who the service lead/manager responsible for CHC and NHS Funded Nursing Care assessments is within the CCG   |
| BOL/FOI/10784 | 07/09/2017 | Answered within 20 working days       | Finance                | Request for information about how much the CCG has spent on agency nursing staff to work within Continuing Healthcare   |
| BOL/FOI/10791 | 12/09/2017 | Answered within 20 working days       | Commissioning          | Request for information about first contact physiotherapy roles in General Practice in the areas covered by the CCG   |
| BOL/FOI/10797 | 13/09/2017 | Answered within 20 working days       | IM&T                   | Request for information about the clinical system that is used in GP practices within the CCG area (EMIS, SystemOne, Vision, etc.)  |
| BOL/FOI/10803 | 14/09/2017 | Answered within 20 working days       | Continuing Healthcare  | Request for information about the providers that the CCG commissions Complex Community packages of care from  |
| BOL/FOI/10811 | 18/09/2017 | Answered in more than 20 working days | Continuing Healthcare  | Request for information relating to applications for CHC funding and how many patients were successful and unsuccessful from 2013 to present  |
| BOL/FOI/10820 | 18/09/2017 | Answered within 20 working days       | Finance                | Request for information about NHS tariffs/ reimbursement for Multiple Myeloma (MM) and Monoclonal Gammopathy of Undetermined Significance (MGUS) testing                                    |
| BOL/FOI/10830 | 26/09/2017 | Answered within 20 working days       | Continuing Healthcare  | Request for information about the CCG's processing of Continuing Healthcare claims  |
| BOL/FOI/10836 | 27/09/2017 | Answered within 20 working days       | Quality and Safety     | Request for information about how many errors and serious incidents (or equivalent) were reported to the CCG relating to GP out of hours services in 2015, 2016 and 2017                    |
| BOL/FOI/10839 | 27/09/2017 | Answered within 20 working days       | Commissioning          | Request for information about the health services that the CCG commissions, specifically for probation service clients with physical and mental health problems                             |
| BOL/FOI/10843 | 29/09/2017 | Answered within 20 working days       | CCG Contracts          | Requester has asked if the CCG operates a Non-Emergency Patient Transport Service (NEPTS)   |
| BOL/FOI/10849 | 29/09/2017 | Answered within 20 working days       | Information Governance | Request for information about the number of subject access requests the CCG received the identifying paperwork for in 2014 as well as the applicable process for dealing with such requests |