

NHS Bolton CCG

Patient Services Activity and Analysis Report

1 April 2018 – 30 June 2018



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1 INTRODUCTION

- 1.1 This report is prepared by NHS 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 2018 – 30 June 2018 (quarter 1, 2018 – 2019).

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 492 Freedom of Information requests on behalf of all CCG partners.
- 2.3 Of these requests, 79 (16%) related to NHS Bolton CCG.
- 2.4 Of the 79 Freedom of Information requests received:

Freedom of Information requests received by NHS Bolton CCG	2018 - 2019		2017 - 2018	
	Quarter 1	Quarter 4	Quarter 3	Quarter 2
Number of requests received	79	74	80	59
Answered within 20 working days	94%	94%	89%	91%
Answered in more than 20 working days	6%	6%	11%	9%
Withdrawn	1	2	5	1
Ongoing	1	0	0	0

- 2.5 Of the 79 Freedom of Information requests received in quarter 1, 2018 – 2019, 44% were themed as being about the commissioning 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	2018 - 2019				2017 - 2018			
	Quarter 1		Quarter 4		Quarter 3		Quarter 2	
	No	%	No	%	No	%	No	%
Commissioning	35	44%	22	30%	17	21%	6	10%
Contact details	8	10%	7	9%	7	9%	6	10%
Continuing Healthcare	7	9%	5	7%	4	5%	7	12%
Condition/ Treatment specific	6	8%	13	18%	10	13%	8	14%
Individual Funding Requests	5	6%	2	3%	1	1%		
IM&T	5	6%	1	1%	5	6%	3	5%
CCG Policy	4	5%			2	3%	5	8%
Finance	4	5%	3	4%	11	14%	13	22%
Information Governance	1	1%	1	1%	1	1%	1	2%
HR	1	1%	3	4%	2	3%	2	3%
Management costs							1	2%

Freedom of Information requests received by NHS Bolton CCG by theme	2018 - 2019		2017 - 2018					
	Quarter 1		Quarter 4		Quarter 3		Quarter 2	
	No	%	No	%	No	%	No	%
Medicines Management	1	1%	3	4%	7	9%	1	2%
CCG contracts			4	5%	10	13%	5	8%
CCG Structure	1	1%	4	5%	2	3%		
Communications			1	1%				
GP Federations	1	1%			1	1%		
Other organisation			5	7%				
Quality and Safety							1	2%
Total	79	100%	74	100%	80	100%	59	100%

- 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 CCG is requested to support the Patient Services report for Quarter 1, 2018 – 2019.

Rob McDougall
Senior Patient Services Manager
Greater Manchester Shared Services
2 October 2018

Appendix 1

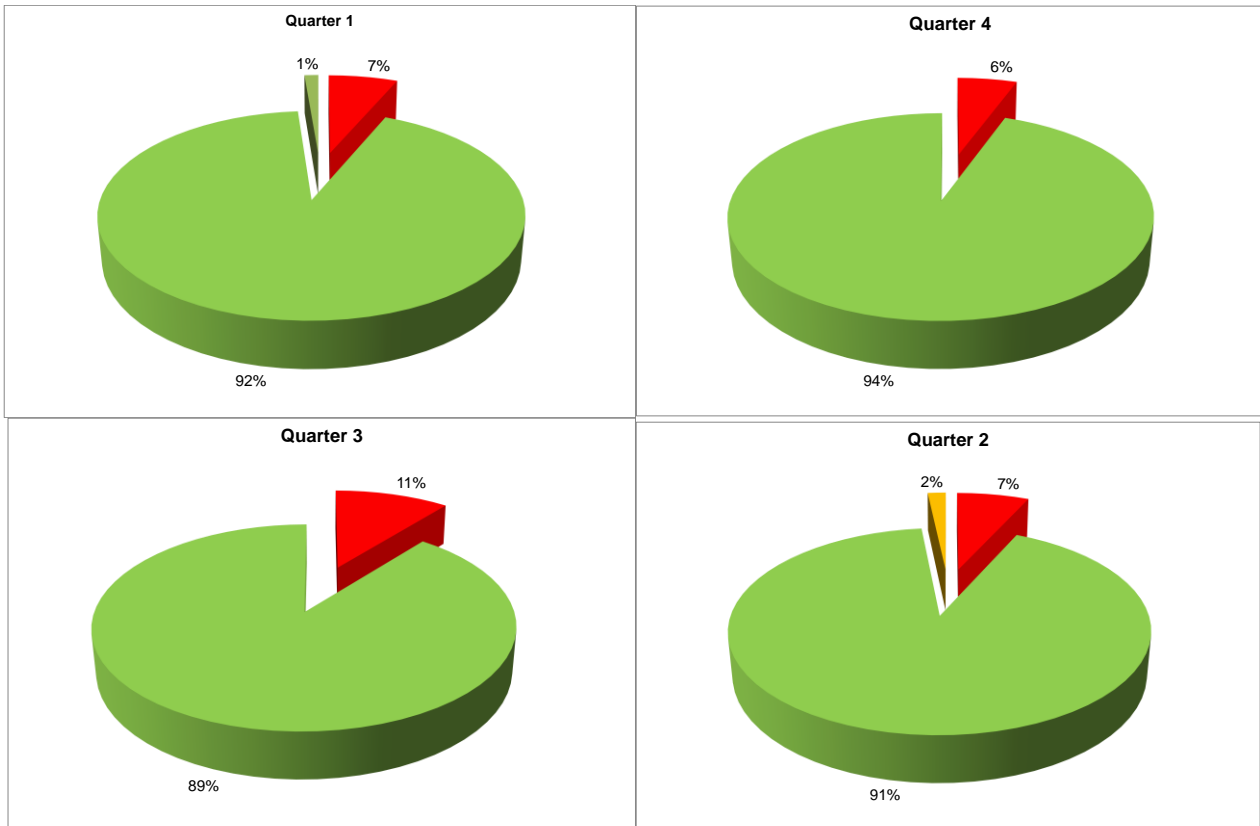
1. Freedom of Information requests

- 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	Advocacy	Business Analyst	Business Consultancy	CEO/Chair/Director	Charity	Comms/Marketing/PR	MP/Parliamentary Assistant	Other NHS organisation	Policy Officer	Media/Press	Researcher	Student	Unknown	Total
Quarter 1 2018 - 2010	3	1	0	8	1	0	3	3	2	1	6	1	3	47	79
April	1			2			1		1	1	1		1	19	27
May	2	1		1	1		1	2	1		2	1	2	15	29
June				5			1	1			3			13	23
Quarter 4 2016 - 2017	2		1	5	2		1	0	5	4	3	3	1	46	74
January	1			2	2				3	2		1		15	26
February	1								1	2		2		16	22
March			1	3		1	1		1		3		1	15	26
Quarter 3, 2017 - 2018	4		0	4	1		6	0	2	5	7	4	0	47	80
October	2			1			2			2		3		16	26
November	1			2	1		3		1	2	4	1		18	33
December	1			1			1		1	1	3			13	21
Quarter 2, 2017 - 2018	6		0	3	2		1	4	2	2	6	1	0	32	59
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

- 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 5 Freedom of Information request received in quarter 1, 2018 – 2019, were responded to in more than 20 working days. Analysis of these requests shows that the breaches occurred due to the late receipt of information from CCG services.

1.7 1 Freedom of Information request received in this reporting period remains ongoing at the time of reporting.

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:

Reference No.	Received	Response Sent on Time?	Themes	Nature of Request
BOL/FOI/11756	03/04/2018	Answered within 20 working days	GP Federations	Requester has asked for the contact details of the GP Federations operating within the CCG's locality
BOL/FOI/11762	03/04/2018	Answered within 20 working days	Commissioning	Request for information about the funding of compression tights/stockings by the CCG, as well as how many patients have received Manual Lymphatic Drainage Massage (MLD)

Reference No.	Received	Response Sent on Time?	Themes	Nature of Request
				and how many patients have received surgical intervention for lipoedema
BOL/FOI/11768	03/04/2018	Answered within 20 working days	Finance	Requester would like to know how much the CCG spent on GPSoC (GP Systems of Choice) Lot 2
BOL/FOI/11774	03/04/2018	Answered within 20 working days	Commissioning	Information requested about the availability of cancer-related fertility preservation cycles - routinely funded, access criteria, etc.
BOL/FOI/11781	03/04/2018	Answered within 20 working days	Commissioning	Request for information about the funding of compression tights/stockings by the CCG, as well as how many patients have received Manual Lymphatic Drainage Massage (MLD) and how many patients have received surgical intervention for lipoedema
BOL/FOI/11787	03/04/2018	Answered within 20 working days	Commissioning	Request for information about the funding of compression tights/stockings funded by the CCG, as well as how many patients have received Manual Lymphatic Drainage Massage (MLD) and how many patients have received surgical intervention for lipoedema
BOL/FOI/11794	05/04/2018	Answered within 20 working days	Contact details	Requester would like to know if the CCG employs a mental health lead
BOL/FOI/11800	06/04/2018	Answered within 20 working days	Commissioning	Information sought about the number of walking frames (including Zimmer frames, wheeled walkers, rollators and pick-up walkers) and walking sticks that have been issued to patients during the past 5 years
BOL/FOI/11808	10/04/2018	Answered within 20 working days	Commissioning	Request for information about the funding of and the number of requests received for hip and knee surgery
BOL/FOI/11816	11/04/2018	Answered within 20 working days	CCG Policy	Requester has asked for copies of the CCG's referral and treatment policies for surgical repair of hernias
BOL/FOI/11822	12/04/2018	Answered within 20 working days	CCG Policy	Request for information about the eligibility criteria for breast cancer patients wanting to undergo fertility preservation
BOL/FOI/11829	10/04/2018	Answered within 20 working days	Commissioning	Request for information about how devolution of funding in Greater Manchester is affecting how services are provisioned and contracts awarded to providers
BOL/FOI/11832	13/04/2018	Answered within 20 working days	Commissioning	Requester has asked for the access and clinical criteria that varicose veins patients have to meet in order to be referred for interventional treatment under the NHS

Reference No.	Received	Response Sent on Time?	Themes	Nature of Request
BOL/FOI/11839	16/04/2018	Answered in more than 20 working days	HR	Request for information about the CCG's HR functions and workforce
BOL/FOI/11845	16/04/2018	Answered within 20 working days	Commissioning	Request for information about supported living services for adults with learning disabilities, autism and mental health
BOL/FOI/11853	16/04/2018	Answered within 20 working days	CCG Policy	Request for information about the CCG's cataract referral guidelines
BOL/FOI/11858	16/04/2018	Answered within 20 working days	Commissioning	Request for information about GP referral pathways and criteria
BOL/FOI/11863	16/04/2018	Answered within 20 working days	Contact details	Information requested about the CCG's decisions with patient care in respect of inhalers that are prescribed for Asthma and COPD
BOL/FOI/11871	20/04/2018	Answered within 20 working days	Medicines Management	Information requested about the use of MabThera and the CCG's clinical pathways for its use
BOL/FOI/11874	23/04/2018	Answered within 20 working days	Continuing Healthcare	Request for information about patients deemed eligible for NHS Continuing Healthcare funding
BOL/FOI/11880	23/04/2018	Answered within 20 working days	Continuing Healthcare	Request for information about personal health budgets, the number of people currently receiving NHS Continuing Healthcare funding and other related information during the period 2015 -2018
BOL/FOI/11886	24/04/2018	Answered within 20 working days	Information Governance	Request for information about the GP practices within Bolton that are planning to comply with the EU GDPR requirements for the data that they process (extract & upload) to the Bolton Care Record (BCR)
BOL/FOI/11887	24/04/2018	Answered in more than 20 working days	Commissioning	Request for information about the purchase of healthcare from non-NHS bodies, including a breakdown of the contracts and sum of money spent
BOL/FOI/11894	25/04/2018	Answered within 20 working days	Contact details	Contact details requested for the CCG's Falls Coordinator
BOL/FOI/11897	25/04/2018	Answered within 20 working	IM&T	Request for information about the provision of printer hardware for doctors' surgeries

Reference No.	Received	Response Sent on Time?	Themes	Nature of Request
		days		
BOL/FOI/11901	27/04/2018	Ongoing	Continuing Healthcare	Request for information about the NHS Continuing Healthcare packages that were put into place between January 2017 and January 2019
BOL/FOI/11911	30/04/2018	Answered within 20 working days	Condition/ Treatment specific	Request for information about 7-day buprenorphine transdermal patches
BOL/FOI/11918	01/05/2018	Answered within 20 working days	Commissioning	Request for information about Lymphedema services currently commissioned by the CCG in relation to cancer treatment and non-cancer related causes
BOL/FOI/11920	02/05/2018	Answered within 20 working days	Finance	Request for information about the annual budgets of GPs and their spend
BOL/FOI/11926	02/05/2018	Answered within 20 working days	IM&T	Request for information about the use of computer software to record salary overpayments
BOL/FOI/11937	08/05/2018	Answered within 20 working days	Finance	Request for information about the costs for gas and electric supply
BOL/FOI/11943	09/05/2018	Answered within 20 working days	Commissioning	Request for information about supported living services and residential services for adults with learning disabilities
BOL/FOI/11950	09/05/2018	Answered in more than 20 working days	Continuing Healthcare	Request for information about the funding of NHS Continuing Healthcare for the period April 2017 - 2018
BOL/FOI/11957	10/05/2018	Answered within 20 working days	CCG Policy	Requester would like to know if the CCG has a prescribing statement/policy/position on Liothyronine
BOL/FOI/11964	11/05/2018	Answered within 20 working days	Commissioning	Requester would like to know the services that have been commissioned by the CCG since its inception that are no longer commissioned for children and young people's mental health
BOL/FOI/11973	16/05/2018	Answered within 20 working days	Individual Funding Requests	Requester would like to know the number of adult and children and young people's Individual Funding Requests the CCG has received for OCD
BOL/FOI/11979	17/05/2018	Answered within 20 working days	Commissioning	Information requested about the CCG's budget for weight management services/interventions, broken down by tier for 16/17 and 17/18
BOL/FOI/11986	17/05/2018	Answered	Medicines	Request for information about prescribing

Reference No.	Received	Response Sent on Time?	Themes	Nature of Request
		within 20 working days	Management	rebate schemes/QIPP/efficiency savings that were active during 17/18 and 18/19
BOL/FOI/11993	17/05/2018	Answered within 20 working days	Commissioning	Requester would like to know if the CCG is working with, currently holds, or has held contracts with health@work and if so, what services were provided, and the period the contract covered
BOL/FOI/11994	17/05/2018	Answered within 20 working days	Contact details	Contact details requested for the CCG employee who deals with accounts recruitment under the NMNC framework
BOL/FOI/12000	18/05/2018	Answered in more than 20 working days	Commissioning	Requester would like to know the current domiciliary care rates paid by the CCG for framework and non-framework providers
BOL/FOI/12004	21/05/2018	Answered within 20 working days	Commissioning	Requester has asked if the CCG intends to commission one or more Hyper Acute Stroke Units (HASU)
BOL/FOI/12010	21/05/2018	Answered within 20 working days	Finance	Information requested about the CCGs expenditure over £25k from November 2017 to present
BOL/FOI/12012	22/05/2018	Answered within 20 working days	Condition/ Treatment specific	Information request about the implementation of NICE TA314 (implantable cardioverter defibrillator/cardiac resynchronisation therapy) for arrhythmias and heart failure
BOL/FOI/12018	22/05/2018	Answered within 20 working days	Commissioning	Requester has asked if the CCG commissions home based dialysis in line with QS72
BOL/FOI/12025	23/05/2018	Answered within 20 working days	Contact details	Requester has asked for the name and contact details for the CCG's GP Network Locality Lead
BOL/FOI/12031	23/05/2018	Answered within 20 working days	IM&T	Information sought about the IM&T solutions used by the CCG, the suppliers and the practices covered
BOL/FOI/12037	23/05/2018	Answered within 20 working days	IM&T	Information sought about the IM&T solutions used by the CCG, suppliers and the practices covered
BOL/FOI/12043	23/05/2018	Answered within 20 working days	Condition/ Treatment specific	Requester would like to know if the CCG received a Freedom of Information request regarding the Alivecor Kardia device
BOL/FOI/12051	29/05/2018	Answered within 20	Individual Funding	Information sought about the CCG's EUR policy for base of thumb arthritis

Reference No.	Received	Response Sent on Time?	Themes	Nature of Request
		working days	Requests	
BOL/FOI/12058	29/05/2018	Answered within 20 working days	Continuing Healthcare	Information sought about the NHS Continuing Healthcare software that is used by the CCG, as well as the processes, staff members and information about referrals and reviews
BOL/FOI/12064	29/05/2018	Answered within 20 working days	Commissioning	Requester would like to know if the CCG has reduced funding to any mental health groups, projects or services for this financial year
BOL/FOI/12070	29/05/2018	Answered within 20 working days	Commissioning	Information sought about the current waiting times, target waiting time, how many children and young people and adults are awaiting diagnosis
BOL/FOI/12076	30/05/2018	Answered within 20 working days	Commissioning	Requester would like to know if the CCG offers online consultations/ SKYPE consultations for patients
BOL/FOI/12082	30/05/2018	Answered within 20 working days	Commissioning	Requester would like to know if the CCG commissions a pulmonary rehab service and if so, what are the contact details for the service lead
BOL/FOI/12088	30/05/2018	Answered within 20 working days	Commissioning	Information sought about the services that are currently commissioned by the CCG and if any services have been decommissioned
BOL/FOI/12095	01/06/2018	Answered in more than 20 working days	Commissioning	Requester would like to know how many procurements have been run by the CCG that have been challenged by a bidder and if these resulted in legal action, was money paid to the challenger
BOL/FOI/12104	05/06/2018	Answered within 20 working days	Commissioning	Requester would like to know the CCG's annual spend, the current provider and the end date for the interpreting/ translation contract including how it will be advertised
BOL/FOI/12115	11/06/2018	Answered within 20 working days	Commissioning	Requester would like to know how many reports of workload dumping the CCG received between 1 April 2017 and 31 March 2018 and what action or sanctions the CCG has enforced
BOL/FOI/12122	11/06/2018	Answered within 20 working days	Commissioning	Requester would like to know the value of equipment provided to disabled and terminally ill children and the number of individual pieces of equipment that have been supplied
BOL/FOI/12130	13/06/2018	Answered within 20 working days	Continuing Healthcare	Information sought about the total number of service users in residential nursing care receiving NHS Continuing Healthcare funding with complex neurological conditions (and possibly with behaviours that may challenge), e.g. ABI, spinal cord injury, Motor Neurone and Huntington's disease

Reference No.	Received	Response Sent on Time?	Themes	Nature of Request
BOL/FOI/12137	14/06/2018	Answered within 20 working days	Individual Funding Requests	Requester has made reference to an article published by the British Medical Journal concerning Individual Funding Requests and the dataset that was used in the analysis
BOL/FOI/12143	14/06/2018	Answered within 20 working days	Contact details	Information request for the contact details of the CCG's commissioners of COPD, Heart Failure and Diabetes services
BOL/FOI/12148	15/06/2018	Answered within 20 working days	IM&T	Request for information about the CCG's telephone system maintenance contract, including spend, supplier, duration, system and applications
BOL/FOI/12154	19/06/2018	Answered within 20 working days	Individual Funding Requests	Information requested about the number of Individual Funding Requests that the CCG received for the financial years 2013-2017, broken down by condition, and whether the request was successful or unsuccessful
BOL/FOI/12160	18/06/2018	Answered within 20 working days	Condition/ Treatment specific	Information requested about the implementation of NICE guidance NG77 regarding the management of cataracts for adults
BOL/FOI/12166	18/06/2018	Answered within 20 working days	Commissioning	Contractual information requested about the commissioning of Psychological Therapy services, including contract start and end dates, performance information, and the contact details of the commissioning lead
BOL/FOI/12172	19/06/2018	Answered within 20 working days	Condition/ Treatment specific	Information requested about biosimilar medicines and the CCG's approach to their use
BOL/FOI/12179	20/06/2018	Withdrawn	Contact details	Contact details requested for the CCG's lead within its sustainability and transformation partnership on obesity for children and adults
BOL/FOI/12186	20/06/2018	Answered within 20 working days	Commissioning	Information requested about the mental health services that are currently available, including how much they cost, how often they are purchased, as well as about the use of digital health apps for the treatment and management of mental health conditions
BOL/FOI/12192	21/06/2018	Answered within 20 working days	Commissioning	Information requested about GP seven day access, specifically the number of seven day access hubs and their activity across weekdays and the weekend. Information also requested about any changes to service that have been made since the start of the pilot as well as how much the CCG spent marketing evening and weekend GP appointments
BOL/FOI/12198	21/06/2018	Answered within 20 working days	Continuing Healthcare	Information requested about how many 24-hour home care packages were commissioned from 1 January 2017 onwards, as well as how many packages were awarded

Reference No.	Received	Response Sent on Time?	Themes	Nature of Request
				to Agincare Live-in Care Services Ltd between the aforementioned dates and the contact details for the Brokerage Manager and Head of Contracts/Commissioning team
BOL/FOI/12204	21/06/2018	Answered within 20 working days	Commissioning	Information sought about the CCG's commissioned GP spend per head in the last five years for LES and GMS/PMS contractors
BOL/FOI/12211	22/06/2018	Answered within 20 working days	Condition/ Treatment specific	Information requested about the number of incidents/events resulting in a fatality for each year
BOL/FOI/12217	22/06/2018	Answered within 20 working days	Contact details	Requester has asked for a list of all pharmacies (with addresses) within the CCG's area, along with an indication of whether they operate an Electronic Prescribing System
BOL/FOI/12223	22/06/2018	Answered within 20 working days	CCG Structure	Requester would like to know how many nurses with given job titles are employed by the CCG, working wholly in diabetes care, and if these posts are part or full-time
BOL/FOI/12230	27/06/2018	Answered within 20 working days	Commissioning	Requester would like to know if the CCG commissions expressive therapies and if so, what types of expressive therapies are offered, and how many staff are employed that are trained to provide a form of expressive therapy from 2014/15 to date
BOL/FOI/12236	27/06/2018	Answered within 20 working days	Individual Funding Requests	Requester has asked how many Individual Funding Requests were received by the CCG in 2017/18, how many were accepted, declined and appealed against, how many appeals were successful, and how many went on to judicial review, etc.
BOL/FOI/12242	27/06/2018	Answered within 20 working days	Commissioning	Information sought about children and young people awaiting assessment following referral to tier 3 CAMHS services