



Redditch and Bromsgrove Clinical Commissioning Group

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9 April 2018

Dear

Re: Request for information under the Freedom of Information Act 2000
Ref no: FOI-03243-C7D3-RB

Thank you for your correspondence dated 16 March 2018 making a request under the Freedom of Information Act 2000 for information which may be held by NHS Redditch and Bromsgrove Clinical Commissioning Group (CCG).

You requested the following information and our response is detailed below:

1. Has your CCG(s) implemented direct booking of GP appointments from NHS 111?

No

2. What percentage of callers to NHS 111 are given the option of booking an in-hours GP appointment?

N/A

3. What percentage of the callers that are offered the option of booking an in-hours GP appointment take up the offer?

N/A

4. How many GP appointments in your CCG(s) are reserved for NHS 111 direct booking?

N/A

5. Of the GP appointments that are reserved for NHS 111, how many are booked through the direct booking service?

N/A

Right of appeal

Should you require any further information or clarification regarding this response, or do not feel that your request has been answered as you would expect, please contact the FOI team to discuss. However, if you remain dissatisfied with the service you have received in relation to your request and wish to request a review of our decision, this can be formally requested in writing and must be within a reasonable period of time (two calendar months) from the date this response was issued

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Initially you should write to the freedom of information officer, either by email on MLCSU.FOITeam@nhs.net or post to Jubilee House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you feel you have been wrongly denied access to the information requested. The freedom of information team will make sure your request is investigated by an independent reviewer who was not involved in the original consideration of your request and a written response will be provided within 20 working days.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioners Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Redditch and Bromsgrove CCG. The ICO can be contacted at:

Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

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- Name and address of applicant requiring permission for re-use of the information
- Full details of the document/information required for re-use sufficient for the NHS Redditch and Bromsgrove CCG to identify it
- The purpose for which the document/information is to be re-used

For information where the copyright is owned by another person or organisation, you must apply to the copyright owner to obtain their permission. However, if you require more information on copyright please see the ICO guidance which can be accessed via the following link;

<https://ico.org.uk/media/for-organisations/documents/1151/datasets-foi-guidance.pdf>

Yours faithfully

FOI Officer
On behalf of NHS Redditch and Bromsgrove CCG