



# **Redditch and Bromsgrove Clinical Commissioning Group**

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Dear

**Re: Request for information under the Freedom of Information Act 2000**  
**Ref no: CAS-03823-R2D0P2-RB**

Thank you for your correspondence dated 14 September 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:**

I am requesting information from you about the GP Forward View 10 High Impact Areas from NSHE. My query is around how the money for this work relating to productive workflows and Workforce development has been used. My questions are:

1. Has the CCG delivered on any document management training so far in either Care Navigation or Workflow Optimisation?

**Yes, we have.**

2. Have the CCG chosen a provider to train practices in Document Management?

**EZ Doc (AT medics) and Syder and Young (workflow optimisation)**

3. Or has the CCG created its own version?

**No**

4. Has this impact of this work been evaluated yet?

**Not yet.**

## **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

## **Redditch and Bromsgrove Clinical Commissioning Group**

Initially you should write to the freedom of information officer, either by email on [MLCSU.FOITeam@nhs.net](mailto: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 Commissioner's 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 Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
[www.ico.gov.uk](http://www.ico.gov.uk)

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- 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**